

Task 1: Poster Presentation

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Emotional intelligence:

Emotional intelligence is described as the capacity, ability, skill or self-perceived ability for identification, assessment, and management of one's individual self and of group of people. People with higher degree of emotional intelligence know themselves well and can sense the emotions of other as well (Serrat, 2017). According to Mayer and Salovey, it is known as "the person's capability to perceive, express, understand, use and manage the emotions in oneself (known as personal intelligence) and in others (known as social intelligence) leading to adaptive behaviour (Kanesan and Fauzan, 2019). It is set of abilities pertaining to emotions and emotional information (Côté, 2014).

Components of Emotional Intelligence:

There are four clusters provided by Goleman for emotional intelligence. These components include self-awareness, self-management, social awareness and relationship management (Grace Karimi Muriuki, 2013). Self-awareness refers to the capacity of the individual to acknowledge and comprehend their limitations, emotions, capabilities, objectives and principles (Antonopoulou, 2024). EI helps enhancing the social skills of the individuals especially sharing knowledge and help creating positive interpersonal skills (Drabinski and Tewell, 2019). The social awareness includes empathy. Self-management on the other hand includes self-regulation measures such as drive and motivation, trustworthiness, conscientiousness, adaptability etc. Relationship management is where self-awareness and empathy align. This is obtained by teamwork and interpersonal communication (Odetta, 2022).



Three issues of Emotional intelligence:

1. **Work performance:** Emotional intelligence contributes to work performance, and it is often reflected in salary increase and ran of the company and enables people to create positive relationship at work, work effectively with teams, helps building social capital. Performance in work depends on the advice, support and the resources provided by others. It enables people to work well under pressure, cope their stress effectively and help adjusting them to organizational change (Khokhar and Kush, 2009).

Model used:

Goleman's model included self-awareness, social awareness, self-management, and relationship management. Having higher social awareness can help in understanding emotional impact on others and choosing priorities for making decision (Ismail, Mohd Nopiah and Mohd Sattar, 2020). Social awareness creates empathy, and it is vital for understanding the situation and understand people's ability to comprehend by the ability to read body language and approach (Fianko, Afrifa Jnr and Dzogbewu, 2020). Relationship management maximizes healthy communication and mutual trust by exchange of information (Meng, 2012).

The type of EI skills and how I could improve it:

- Understand and consider the perspective of others: I will try to understand the perspective of other before projecting my own idea. This would help me put myself into their shoes and understand the necessity to finish a task as according to the set guidelines and follow it as per instructions. I would assess the situation and try to resolve conflicts. If my behaviour is offending a colleague, I would work on my own behaviour and limit it. I would also avoid any distraction to increase my work performance such as using phone, getting involved in unnecessary gossips and avoiding deadlines by procrastination etc.
- Keeping my word and control my thoughts: I will control my own thoughts and try to perform, and finish given tasks timely. I would provide myself self-deadlines and try my best to finish these tasks within those set deadlines.
- Listen to others: I would try to gather ideas and feedback from others to increase my work performance.



2. **Communication:** Effective communication is essential for day-to-day life as better relationships. Among the five domains of emotional intelligence by Goleman, managing relationships or managing emotions of others is a key domain. According to Goleman, empathy is known as the bedrock for all social competencies including sensing development needs of others, anticipating and meeting customer needs, understanding others and taking active interest in their needs, leveraging opportunities through diversity of people and through political or social awareness in organisation between the employees (Sinha and Sinha, 2017).

Model used:

According to the Reuven Bar-On characterisation, the emotional intelligence is divided into five categories including intrapersonal (assertiveness, self-esteem, emotional, independence, self-actualisation, and emotion), stress management (impulse control, tolerance), adaptability (reality testing, problem solving and flexibility), interpersonal (interpersonal relationship, social responsibility, and empathy) and general mood (optimism and happiness). In this case, to build communication in workplace, the use of interpersonal skills can be optimised.

The type of EI skills and how I could improve it:

- Think before speaking or act: Considering that my actions and words can have negative impact on others could help me create a better understanding with my colleagues. I would internally assess the proposals and journal them before taking action and write their consequences.
- Know how to "forgive and forget": I would try to forgive people who misunderstood me and get over any miscommunication by stating the right facts and resolving conflicts. I would initiate effective conversations to remedy conflict situation and take physical activities in order to better process my emotions.
- Acknowledge and give constructive feedback: I would create good communication by being open to constructive criticism from senior and fellow employees, work on them progressively and accept my mistakes.



3. **Mental Health:** Higher levels of emotional intelligence promote mental health wellbeing. People with higher EI experience better physical health, mental health and prosocial behaviour. They can also be protected against work stressors and have better adaptation skills (Yildirim and Arslan, 2022).

Model Used:

According to trait emotional intelligence model, trait emotional self-efficiency is concerned with the individual's perception about their own emotional world (Petrides *et al.*, 2016). It has been observed by Petrides that lower emotional intelligence are associated with psychopathological consequence such as disposition of moods (Petrides *et al.*, 2011). There are many domains of trait emotional intelligence model including affective disposition, adaptability, emotion expression, emotion perception, low impulsivity, self-esteem, self-motivation, and emotional regulation. All of these domains can help improve mental health of individuals (Petrides *et al.*, 2018).

The type of EI skills and how I could improve it:

- Know how to facilitate thoughts: I would facilitate my thoughts by emotional perception, emotional regulation, and emotional expression. I would try to meet new people and after getting acquainted, I would use the adaptability skills to get used to the new work environment and people.
- Protecting myself from manipulation: I would protect myself from manipulation by understand the behaviour of others towards me. In this case, I would understand self-worth and detect low impulsivity to control myself and use peer judgement ability to protect myself from odd situations.
- Empathise with others: I would validate other's emotions and let them know that they are feeling heard for their worries and concern.

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