

Skills for the Workplace

Module Assignment Submission

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Introduction

Emotional intelligence is the ability to sense and control the emotion of an individual and the intelligence helps the individual to understand the emotion of others and the process help to develop the relationship empathically. The emotional intelligence helps an individual to become successful in personal life and emotional intelligence is also very important to become successful in the organisations too. The emotional intelligence helps an individual to develop good communication with the fellow employees in the organisation and the intelligence help the individual to develop a helping environment in the organisation. It also helps to motivate the employees in the organisations and the leadership emotional intelligence is a must for an organisation to become successful in the market.

InterContinental Hotel Group (IHG) is a British multinational hospitality organisation headquartered in Denham, UK and the organisation has several brands in the hotel industry around the world and around 35000 employees work in the organisation. This paper deals with the importance of developing emotional intelligence in the workplace and evaluates models of emotional intelligence in IHG. This report will also appraise the importance of emotional intelligence in the workplace and how emotional intelligence can be developed to gain competitive advantage.

The Hotel group has a high profile of Luxury and Business purpose Customer Service. Hence it needs very passionate customer service to provide the best to the customers. The staff of this Hotel group need the skills and Motivation to provide the right service. Therefore there is a must for each individual to get better training and have the ability to cope with Guest in every circumstance.

1.0 The importance of developing emotional intelligence

Emotion is what we feel as intangible. The Intangible way the emotion helps us to sustain in a mental state and the mind stated helps an individual to drive to the victory in the struggling process. The emotions of individual help to make the strategy to self-development and the emotions help to become constant in the working process to achieve victory at the end of the struggle (Peter, 2010). The human mind is controlled by emotions rather than scientific measurement and the development of the emotions help to understand the situation and act accordingly. In the organisational context, team working is the most important thing to operate an organisation successfully and the emotions of the individuals affect communication among the employees working in an organisation as a team.

The effectiveness of an organisation depends on the effective communication among the employees working in the organisation and the process depends on the understanding of the employees in the organisation. The emotional intelligence helps an individual in an organisation to understand the emotions of other employees and the emotional intelligence helps to control the emotions in the organisation. The developed emotional intelligence among the employees of an organisation helps to communicate effectively and the process increases the productivity and effectiveness of the operations of the organisation.

The development of emotional intelligence in the workplace is very important and the importance of the development of emotional intelligence in the workplace is discussed below:

The emotional quotient is related with the intelligence quotient and the top performers in the organisations have both the quality because the EQ helps the individual to develop the relationship with the others in the organisation and the IQ is the technical skills of the employees that help to solve the problems in the organisation. The various analyses have proven that the success of the employees in the organisations depends on 20 per cent on the IQ and the other percentage depends on the EQ and how the employee is using the EQ to maintain the culture of the organisation (Goleman et al, 2013). The emotional intelligence helps the individuals in the organisation to develop the skills individually and the process makes the employees in the organisation empathetic to the fellow employees and the process help to develop the communication among the employees in the organisation.

The developed communication helps the organisations to function effectively and the effective function of the organisation helps to develop the performance of the organisation. The emotional intelligence of the leaders in the organisation are able to understand the emotional powers, they know the effect of the emotion to the other employees and the leaders of an organisation uses the emotional power to motivate the employees working in the organisation. The process helps to develop the effectiveness of the organisation in the long run.

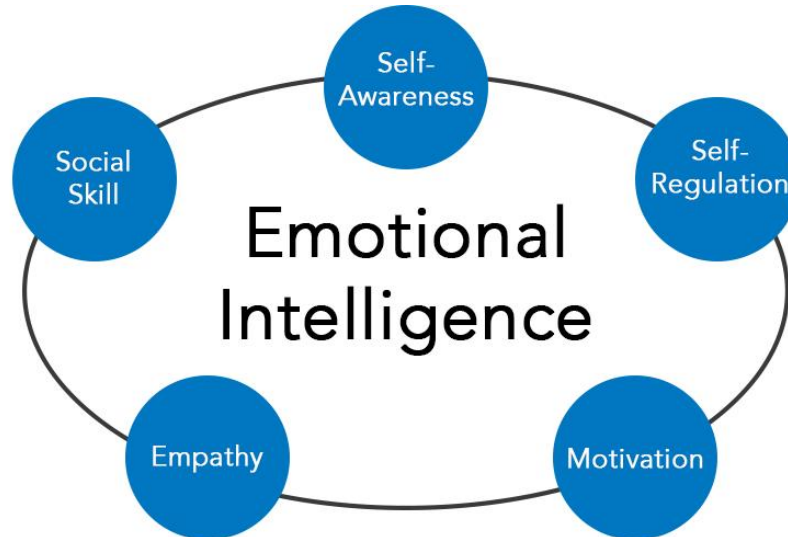
The emotional intelligence of the leaders helps to develop the relations with the employees working in the organisation and the process helps the leaders to understand the problems within the organisation as the employees share the problems with the leader through effective communication and the leader takes proper measures to overcome the situation of the organisation (Joseph et al, 2010).

The emotional intelligence helps the employees to understand the emotion of others working in the organisation and the process help the organisation to provide a healthy environment for working in the organisation. The environment of the organisation is very important for the effectiveness of the function of the organisation and the developed environment of the organisations can be delivered only by the proper use of emotional intelligence. The process helps to develop the productivity of the organisation and the developed productivity helps the organisation to sustain in the market. Emotional intelligence ensures the growth of the business in the market for the organisation.

In relation to effective management communication and business advantage

Emotional intelligence has a deep relation with the effective management communication within the organisations as the emotional intelligence helps to develop the communication process of the organisation and the effective communication helps to ensure the business advantage for the organisations. For example, the emotional intelligence of IHG helps the organisation to effectively communicate within the organisation and the process helps to develop the skills of the employees to share the knowledge of the employees within the organisation resulting from the business advantage for the organisation in the competitive business market. How emotional intelligent help to develop the communication within the organisation and ensures the business advantage for the organisation is given below:

Figure: Emotional Intelligence



Source: (Petrides, 2011).

Self-awareness:

Self-awareness: The emotional intelligence helps the individuals working in an organisation to understand the emotion of the individuals and also becomes aware of the emotion of the others. The knowledge of emotional intelligence helps the individuals working in an organisation to analyse the effect of the emotions on others working in the organisation and the development of the self-awareness helps the individuals to develop the emotional intelligence in the organisation.

The emotional intelligence of the individuals in the organisation helps to develop the relation with others working in the organisation and the process results in effective communication among the individuals in the organisation (Martins et al, 2010).

The organisation like IHG provides training to the employees to develop self-awareness and the awareness results in effective communication within the organisation. The effectiveness and productivity of the organisation depend on effective communication among the employees working in the organisation. The process helps the organisation to gain a competitive business in the market.

Self-regulation:

The emotional intelligence helps to develop the self-regulation of the individuals working in an organisation and the self-regulation helps the employees to maintain the time properly, it also keeps the employees focused on the works. The self-regulation helps to understand the effect of the emotion to the others and the emotion of the other to the individual. For example, if the employees of an organisation are always in fear for the behaviour or emotional outburst of the leader of the organisation, the employees will not be able to share the problem with the leader and the problem of the organisation will not be solved. The self-regulation of the employees working in the organisation like IHG helps to control the emotion and the control of the emotion helps to enrich the understanding among the employees working in the organisation. The self-regulation helps to become respectful with the views and emotion of others in the organisation, the process helps to develop the communication of the organisation and the competitive advantage of the organisations depend on the effectiveness of the organisation.

Motivation:

The emotional intelligence of the leaders in an organisation helps to develop the strategy of the organisation and motivate the employees in the organisation. The emotional intelligence of the leader helps him to understand the emotions of the employees working in the organisation and the emotional intelligence of the leader helps to a co-operative working environment in the organisation. The leader motivates the employees for innovation in the organisation. The participation of the employees in the innovative process helps the organisation to develop the communication among the employees working in the organisation and the motivation of the employees helps to develop the productivity, effectiveness of the organisation. The productivity and the effectiveness of the organisation in the market help to ensure the business advantage (Nelson and Low, 2011).

Empathy:

The emotional intelligence helps to develop the empathy of the employees working in an organisation and the employees develop empathy for the other workers in the organisation. The empathy helps the employees to respect the belief, culture and lifestyle of others in the organisation. The emotional intelligence develops the empathy of the employees within the organisation and the empathy helps to develop the organisational culture. The organisational culture helps the organisation to provide the proper environment for working for the employees and as the environment ensures because of the emotional intelligence, the organisation functions effectively.

Empathy helps to develop effective communication within the organisation and effective communication ensures the effective function of the organisation and helps the organisation to gain a competitive business advantage in the market.

Social skills:

The emotional intelligence of the employees helps to develop the social skills in the organisation and with the consumers of the organisation. The social skills help the employees to develop an effective communication system for the organisation and the effective communication system of the organisation helps the organisation to communicate with the employees within the organisation and maintain a good relationship with the consumers of the organisation.

The relation with the consumers help the organisation to build a loyal base of consumers in the market and the loyal consumers help the organisations to sustain

in the market (Cherniss, 2010). The social skills of the employees are developed because of the emotional intelligence and the emotional intelligence helps to build the relation of the employees within the organisation, with the consumers of the organisation as of the process helps the organisation to develop an effective communication system. The communication with the consumers in the market helps to build a base of loyal consumers and the loyal consumer for an organisation is a business advantage.

The emotional intelligence helps the management of IHG to develop the communication among the organisation and the emotional intelligence help the management to understand the emotion of the employees working in the organisation, the organisation motivates the employees to develop the communication of the organisation and the management communication of the organisation depends on the emotional intelligence. The emotional intelligence helps the organisation to motivate the employees and develop the skills of the employees to meet the objectives of the organisation and the process help the organisation to gain a competitive advantage in the market.

2.0 Models of emotional intelligence at Workplace

The self-awareness and the capacity for controlling the emotions of an individual to maintain the relationships empathically are called emotional intelligence. The emotional intelligence helps an individual to become self-aware and the process help to develop the self-regulation of the individual and the individual acquires the social skills that help to maintain the relationship within the organisation and with the consumers of the organisation (Harms and Credé, 2010).

The Intercontinental Hotel Group is one of the largest multinational chains of hotel services in the world and it is very important for the organisation to manage the emotional intelligence of the organisation to maintain the effectiveness of the organisation. There are different models and frameworks for emotional intelligence and the frameworks are used in the organisation to meet the development needs of the individuals in the organisation. The models of emotional intelligence used in IHG to meet the development needs of the employees working in the organisation are given below:

Goleman's Framework of Emotional Intelligence

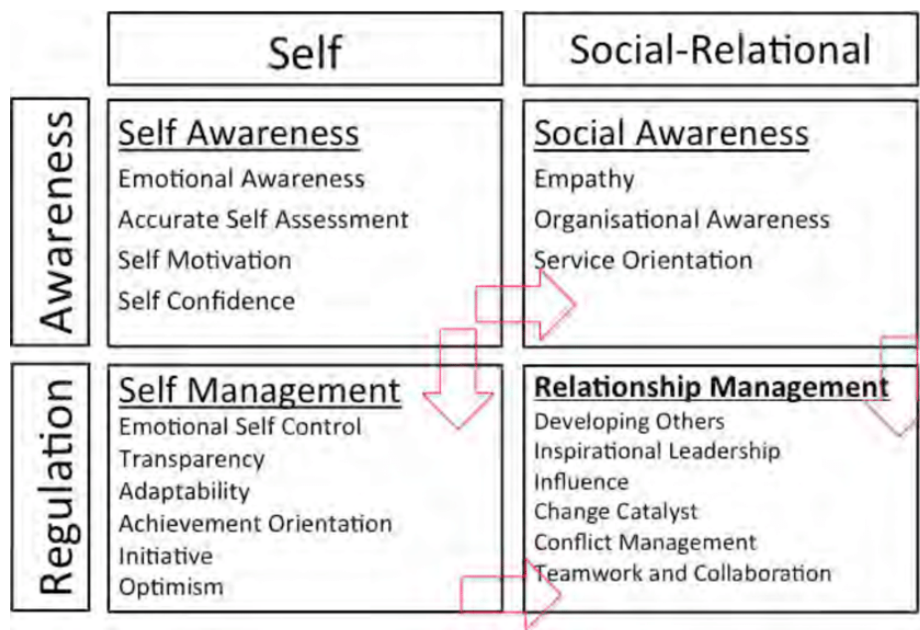


Figure: Goleman's Framework of Emotional Intelligence

Source: (Petrides, 2010).

Self-awareness:

The framework helps to develop the self-awareness of the individuals working in the organisation and the awareness of the emotion of the individuals working in the organisations help the individuals to become emotionally aware. The process helps the individual working in the IHG to accurate the self-assessment, the process help the individuals to develop the knowledge of emotional intelligence and the knowledge of the emotional intelligence helps the individuals to develop the emotions within the organisational framework of the organisation.

The self-awareness of the emotional intelligence working in the organisation helps to become self-motivated and the motivation helps the individuals to develop the skills to manage the emotions in the organisation to ensure the productivity of the organisation. The process also helps individuals to become self-confident. Confidence helps them to communicate effectively within the organisation and become more innovative. The self-confidence of the individuals results in the effectiveness of the organisation.

Self-management:

The regulation of the emotional intelligence in IHG helps the individuals working in the organisation to perform the self-management technique and the self-management technique helps the individuals to control the emotion in the organisation. Controlling the emotions helps to develop an effective communication system within the organisation (Brackett et al, 2011).

The self-management of the individuals helps to attain transparency in the emotions and the character of the individuals in the organisation. The process helps to communicate with the other employees effectively within the organisation. The self-management develops the adaptability of the individuals within the organisation and the adaptability helps the individuals to adopt the culture of the organisation effectively. The process develops the emotional intelligence of the individuals. The self-management process is goal oriented and the individuals need to meet the goals of the organisation to attain emotional intelligence so that the organisation can perform effectively. The individuals take initiatives to meet the goals of the organisation regarding emotional intelligence. The self-management process makes the individuals working in the organisation to become more optimistic and the optimism of the employees in IHG helps to meet the objectives of the organisation.

Social awareness:

The framework makes the individuals in the organisation become socially aware and the process makes the individuals empathically to the other employees working in IHG. The process helps the individuals to understand the emotions of others in the organisational and the culture of the organisation. The process help the individuals to develop the communication of the organisation. The process also makes the individual's service-oriented in the organisation and the effectiveness of the organisation depends on the proper services of the individuals in the organisations (Stein and Book, 2011).

The social awareness makes the individuals working in the organisation organisational aware, the organisational awareness helps the individuals to understand the culture of the organisation, understanding of the culture of the organisation helps the individuals to develop the communication among the organisation where the individuals work effectively to develop the emotional intelligence.

Relationship management:

The framework also helps to manage the relationship of the individuals within the company and with the consumers of the organisation as well. The relation management within the organisation helps to develop the others in the organisation. The relationship management helps to make great leaders within the organisation and the leaders influence the employees working in the organisation to become motivated also meet the goals of the organisation.

The relationship management of IHG helps to manage the conflicts within the organisation. This management helps the organisation to form an effective team and the relationship management helps the team of the organisation to work collaboratively as part of the communication. The understanding of the team members of the organisation develops because of the development of the emotional intelligence of the organisation (Goleman, 2011).

Bar-on's model of emotional intelligence, Intrapersonal Skills

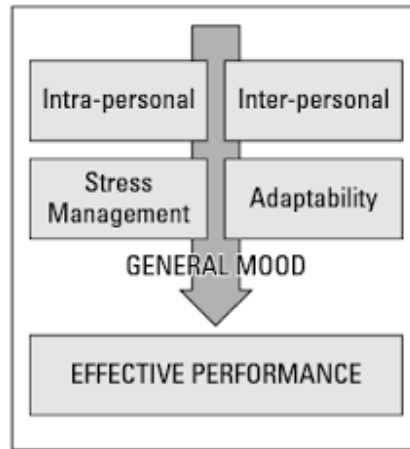


Figure: Bar-on 's model of emotional intelligence, Intrapersonal Skills

Figure: (Bar-On, 2010).

The Bar-on's model emotional intelligence goes on the self-actualisation, self-awareness, assertiveness and managing of the stress help to develop the adaptability of the individuals in the organisation to develop the emotional intelligence and intrapersonal skills.

Intrapersonal:

The intrapersonal skills let the individual communicate with the mind of the individual and the self-awareness of the emotional intelligence come from the intrapersonal skills of the individuals.

The IGH develops the intrapersonal skills of the individuals working in the organisation so that the individuals can go through the self-actualisation process and the process helps the individuals to understand the emotion within the self and the emotion within the self is needed to be identified before developing the emotional intelligence of the person. The self-awareness of the individual comes from the intrapersonal skills of the individuals the skills help the individuals to evaluate the emotional skills.

Interpersonal:

The interpersonal skills mean the communication of the persons in the organisation and IHG develops the interpersonal communication skills of the individuals working in the organisation. The process helps to develop the skills of the employees and the process also help to grow the empathy for the fellow employees working in the organisation.

The interpersonal communication helps the individuals to understand the culture of the organisation and understanding the culture of the organisation helps to develop the relationship with the employees working in the company. The process also helps the individuals to develop the communication skills within the organisation (Tuleja, 2014).

The development of interpersonal skills of the employees working in the organisation helps to develop the emotional intelligence of the employees and the process helps to develop the effectiveness of the organisation.

Stress management:

The stress management helps the individuals in the organisation to become optimistic to deal with the skills required. Stress management helps individuals in organisations to develop the skills to become motivated to meet the goals of the workplace. The stress management helps the individuals working in IHG to learn the culture of the organisation and motivation helps to develop the emotional skills to work in the employment professionally and the process helps the organisation to meet the objectives in the market.

Adaptability:

The adaptability makes the individuals in the organisation adapt to the culture of employment. The adaptability of the individuals helps to develop the skills to learn things from the organisation and observe the emotional skills of the employees working in the organisation. It also helps the individuals to develop the skills to adapt to the emotional skills. Therefore the organisation can function effectively in the competitive market.

General mood:

The intrapersonal skills, interpersonal skills, stress management and adaptability of the individuals help to develop a general mood for the individuals working in the IHG.

The general mood helps the employees to maintain the culture of the organisation, the effective communication channel of the organisation and the management of the general mood helps to ensure the effectiveness of the organisation by creating a common mood for the employees working in the organisation.

Emotional intelligence and leadership:

The leadership of an organisation depends on the emotional skills of the leadership of the organisation. The leaders are emotionally intelligent and they influence the employees and motivates the employees to meet the goals in the organisation. There are six characteristics of leaders of a successful organisation which help to develop the skills of the individuals within an organisation and they are given below:

- **Influence:**

The leadership of IHG influences the individuals working in the organisation. The leaders of the organisation set a very high standard and the standard is only because of the emotional intelligence of the leaders of the organisation (Roche et al, 2014).

The leaders motivate the employees and the employees get motivated by the personality and characteristics of the leaders and develop the emotional intelligence to become like them in the organisation.

- **Team leadership:**

The leaders in the organisation lead the team, therefore, the leader is motivated and self-confident. This motivation helps the team members to become an influence to meet the objectives of the organisation.

- **Organisational awareness:**

The leaders are aware of the organisation, the organisational awareness of the leaders helps the individuals in the organisation to become aware of the organisation and the process helps to develop the awareness of the individuals about the organisational culture.

- **Self-confidence:**

The leaders of IHG are confident and the confidence makes them innovative. The risk takers and the leaders' confidence help the individuals to become optimistic about the organisation. It also develop the skills of the individuals within the organisation.

- **Achievement drive:**

The leaders are driven by achievement, as of the achievement of the leaders motivates the employees of the organisation to take measures about achieving in the organisation. The process helps the individuals to develop the skills and emotional intelligence.

- **Leadership:**

The leadership of the leaders of IHG manages the operation of the individuals. The leadership helps to evaluate the performance of the individuals. The evaluation of the performance drives the individuals to develop the emotional intelligence to adapt to the organisation and develop the communication of the organisation (Boyatzis et al, 2013).

3.0 Importance of emotional intelligence and mindfulness

The mindfulness in the workplace is concentrating on the emotions and actions in the workplace that helps to understand the inner self of an individual. It makes the individual understand the relationship with others. Mindfulness and emotional intelligence are connected. The leaders of an organisation need to be mindful and emotionally intelligent. The importance of mindfulness and emotional intelligence in the workplace are given below:

- The mindfulness of the leaders of an organisation helps to concentrate on the work of the leaders and develops the relationship with the employees in the organisation.
- The mindfulness and emotional intelligence make the leaders more flexible in the organisation and the leaders do not give orders to the employees rather the mindfulness help to request the employees. They behave like a fellow employee, not a boss, the process helps to develop the skills of the employees and motivates them to meet the objectives of the organisation (Daicoff, 2012).
- The emotional intelligence and mindfulness of the leaders help to evaluate the work of the employees and manage the stress in the organisation. The process helps to rely on the employees and it develops the productivity and the skills of the employees in the organisation.
- The appraisal or promotion of the employees in the organisation depends on the mindfulness and the emotional intelligence of the employees working in the organisation. The employees develop emotional intelligence along with the skills of communication in the organisation.
- The mindfulness and the emotional intelligence help to maintain a good environment in the organisation and the motivation of the employees in the organisation helps to meet the objectives of the organisation.
- The mindfulness and the emotional intelligence helps to develop the relationship of the employees working in the organisation and the process helps to create a common culture for the employees. It helps the employees working in the organisation and the culture of the organisation helps to meet the objectives of the organisation (Eisenbeiss and van Knippenberg, 2015).

The business advantage of the organisations depends on the mindfulness and the emotional intelligence of the employees working in the organisation. The importance of business advantage because of mindfulness and emotional intelligence are given below:

- The emotional intelligence and mindfulness help to develop the culture of the organisation and the team working of the organisation get effective in the process. The productivity of the organisation rises because of the emotional intelligence and mindfulness ensuring the competitive business advantage in the market (Sauer and Kohls, 2011).
- The mindfulness and emotional intelligence make the employees working in an organisation more innovation and the new innovations for the organisation help the organisation to gain a competitive business advantage in the market.
- The emotional intelligence makes the employees more empathetic to the fellow employees and understands the culture of the organisation. The emotional intelligence helps the organisation to maintain a good working environment in the organisation and the environment ensure the effective function of the organisation.

That is how the mindfulness and emotional intelligence helps the organisations to gain competitive business advantage in the market.

The works of others are affected by the thinking of others as a team. The performance of others also depends on the thinking of fellow employees. The mindfulness helps us to concentrate what we are thinking to look into our inner self and the process help us to determine the thinking and the action of ourselves. When we take a lot of pressure for a job, the job gets more difficult for us and if we continue the job with confidence and mindfulness, the job brings success eventually and the performance of ours are also dependent on the positive and motivated thinking of our skills. (Hunter, 2013).

Personal improvement action plan

Plan	Objectives	Time frame
Develop communication skills	Communication skills are the most important requirement for employability in the modern business world. The communication skills development will help me to develop the communication skills of mine and communicate with others effectively. Attending seminars and participating debates will help to develop the skill.	Within 2 years
Develop knowledge of emotional intelligence	The knowledge of emotional intelligence helps to understand the importance and nature of emotional intelligence. Different articles and books will help to develop knowledge.	Within 1 year
Develop mindfulness	The development of mindfulness helps to understand the inner self and the meditation and focusing with thought will help to develop the mindfulness.	Within 1 year
Develop intrapersonal skills	The intrapersonal skills will help to understand the skills of myself and will take measures to develop the skills.	Within 2 months
develop emotional intelligence	The emotional intelligence will help me to control and manage the emotion of mine and the organisational experience will help me to develop the skill.	Within 3 years

Conclusion

The emotional intelligence helps the individuals to adopt the culture of the organisation. The emotional intelligence helps the individuals to develop empathy with fellow employees, working in the organisation and develop the communication system of the organisation.

The effective communication of the employees helps to ensure the effective function of the organisation and develop the consumer organisational relation. The emotional intelligence motivates the employees to meet the objectives of the organisation and the mindfulness of leaders help to gain a competitive advantage in the market. Therefore the training and self-development of an organisation also helps each individual gain the skill, Motivation to get the best of emotional intelligence.

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