

Evaluation of Emotional Intelligence in Workplace Context



UWTSD
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Introduction

Emotional intelligence involves understanding the people around you in a social context and use this knowledge to influence others by controlling and regulating emotions. It is an essential element of the competencies, which are necessary for effective leadership and teamwork performance.

Communication

- Written communication
- Verbal communication
- Non-verbal communication
- Visual communication

Benefits:

- Improve relationships between manager and co-workers
- Enhance professional image
- Encourage active listening
- Open-mindedness
- Help advance career (Staff, 2024)

Decision Making

- Problem - solving
- Intuition
- Creativity
- Time – management
- Leadership (Herrity, 2024)

Mental Health

Emotional intelligence:

- Protects against anxiety and depression.
- Helps process painful experiences.
- Developed and enhanced over time.
- Reduces stress levels.
- Plays a crucial role in improving job satisfaction (Kellot, 2024)

Relationship Management at work

- Social skills
- Empathy
- Positive attitude
- Problem-solving
- Time- management

(Herrity, 2024)

Self-Management

- Self- Awareness
- Self- Regulation
- Self- Motivation
- Adaptability
- Positive outlook

(Groh, 2024)

Social Intelligence

Ability to understand people's:

- Moods
- Temperaments
- Feelings
- Sensitivity
- Motivations

(Eguzoraku, 2023)

Physical Health

Self-aware + Self-regulatory + Motivated =
Positive health outcomes

(Staughton, 2023)

Benefits:

- Increased satisfaction in the career
- Increased comfort on the workplace
- Improved productivity
- Positive relationships
- Good teamwork

(Herrity, 2024)



(Chowdhury, 2019)

Work Performance

- Constructive feedbacks
- Supporting colleagues and working to reduce stress.
- Keeping calm and productive under pressure.
- Resolve conflicts between team members.
- Creating a good workplace environment

(Herrity, 2024)

Relationships Management with family / friends

Benefits:

- Trust
- Support
- Financial stability
- Reduced stress
- Happiness

(Sadiku, 2020)

Conclusion

Emotional intelligence is important for understanding ourselves and others. Improving the EI skills can have a positive impact on our work and life. These skills can build stronger relationships on the workplace and to make us successful in our career.

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Personal EI score

Self-Awareness	Self-Management	Social-Awareness	Relationship Management
5	7	3	6