

Emotional Intelligence

Speaker Notes

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AI Statement

I confirm that I have not presented any AI generated materials as my own work. I also confirm that I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence.

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Introduction

Using this presentation, I will show how Emotional Intelligence (EI) plays an important role in leadership at a hospitality business like Valentino's in Cardiff. To start, I explain what EI is and why building strong EI is important for me. It allows me to create a good environment for employees and give guests remarkable experiences. After that, I will present Goleman's list of EI skills to form my discussion and show how using them in restaurant management helps both staff and customers (Boyatzis *et al.*, 2000).

Defining Emotional Intelligence

I am going to explain the five overlapping EI skills described by Völker *et al.* (2023), including self-awareness, self-regulation, motivation, empathy, and social skills. I am drawing from the research by Pirsoul *et al.* (2023) to point out that meta-analyses prove a relationship between the above-mentioned skills and can result in closer team relationships and a decline in overall employee turnover. I will properly map every cluster in Goleman's theory (self-awareness, self-management, social awareness, relationship management) to explain the key points and introduce practical examples (Riaz, 2024).

Role Context

I take the management role at Valentino's, including managing both the food and service staff, booking reservations, handling supply requests, and replying to guests. Emotional skills are just as important as technical abilities because it is necessary to make customers feel valued, encourage staff, and deal with staff conflicts in the industry, which is stated by Zhu *et al.*, (2022). I will also give some thought to what I do well and to find out where I could improve in this area. For instance, I am able to realise the fact that although I am empathetic, I also should build proper boundaries to ensure the operation runs smoothly (Joseph and Newman, 2010).

Application of EI in Restaurant Management

I often use self-awareness to realise my trigger points of stress, for example, too many menu orders at the same time. I have also learnt about how to use self-regulation to calm myself during those stressful times (Ratasuk, 2023). Using empathy, I guide myself to support servers instead of criticising them in rush hours, as Khetjenkarn and Agmapisarn (2020) described. I

can relate every example to the competencies Goleman mentioned, revealing that strong self-management and social awareness both support me in serving dissatisfied guests and offer a good example to my team.

Impact on Team Performance and Guest Satisfaction

In accord with Wallace and Coughlan (2023), I examine how emotionally intelligent leadership supports employee well-being and also helps to increase performance. I talk about how I encourage an open exchange of ideas among staff and listen attentively to build faith and dedication. Doing this improves team morale, which increases good care to guests, making them want to come back and write positive online reviews, as described by Gîngioveanu Lupulescu *et al.* (2024). I observe that my growth requires me to listen with empathy and make decisions on time to avoid ending up paralysed with too many options.

Building a Positive Culture

Here, I discuss the process of fostering resilience and creativity among our team members to come up with effective solutions while facing difficulties that arise from serving customers (Trevor and Holweg, 2022). I talk about noticing others, as it helps connect people closely (Boyatzis, 2025). Following these ways decreases escalations at Valentino's so that every employee feels appreciated and valued. What is more, while showing a lot of empathy helps earn trust from staff, it can sometimes cause a manager to see things too much from the team's point of view, sacrificing some managerial work that can improve overall organisational effectiveness (Wang *et al.*, 2023).

Potential Downsides and Ethical Considerations

Sometimes, an extensive level of empathy leads to professionals mixing personal and job boundaries and makes it difficult to make adequate decisions, as described by Zivkovic (2022) in their research. I will look at the risk that EI abilities could be used to influence staff or guests in ways that help an individual or the organisation. I describe how I use my empathy, stay ethical, and communicate clearly to prevent EI from supporting secret aims, but instead help the whole team.

Conclusion

All in all, I would like to restate that being self-aware, self-controlled, attentive to others, and empathetic in relationships helps me lead both effectively and sensitively. These aspects are important to keep evolving to achieve high guest satisfaction, interested and motivated employees, and sustain the success of the business. I would also like to hear what you think about my professed strengths and weaknesses in EI to keep improving my way of leading.

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