

THE IMPORTANCE OF EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Name: Tekle Atobrhhan (2210427)

Lecturer: Julie Tomas

Deadline: 13-06-2025



1. Introduction to Emotional Intelligence

According to Bru-Luna et al. (20021), Emotional Intelligence (EI) is “The ability to carry out accurate reasoning about emotions and the ability to use emotions and emotional knowledge to enhance thought”. Emotional Intelligence is also the ability to be aware of and manage emotions. Additionally, Martynenko and Karandasheva (2021) also state that it is the understanding and management of self and others' emotions. Therefore, building the skill of emotional intelligence brings positive outcomes in fields that require expressing self-emotions and managing people.

2. Comparison of Daniel Goleman's and Maslow's Theories

Daniel Goleman's Emotional Intelligence theory outlines five components of EI: self-awareness, self-regulation, motivation, empathy, and social skills (Goleman, 2025). Maslow's hierarchy of needs presents a motivational theory that outlines five distinct categories of human needs that influence behaviour. These categories include physiological needs, the need for safety, the need for love and belonging, esteem needs, and the drive for self-actualisation. Each level must be addressed before individuals can progress to higher levels of fulfilment (McLeod, 2025). Although Daniel and Maslow both prioritise personal development and self-awareness. Daniel Goleman's EI framework focuses more on the behavioural performance model, while Maslow's Hierarchy of Needs focuses on motivation.



3. My Job role



I work as a self-employed with Amazon as van delivery driver, and the company I work with has many drivers in the Newport depot, as Amazon is one of the largest e-commerce companies in the world. My role is to deliver the parcels on time all the entire order fulfilment process, ensuring packages are delivered to customers' homes or businesses. You must work constructively with co-workers and dispatchers, adapt to changes in routes or conditions, and ensure the accurate delivery of packages. Meeting deadlines and knowing when to take breaks are essential for effective prioritising (Fannit, 2025).

4. Competencies that are strengths my role

As an Amazon delivery driver, it's crucial to stay calm under pressure, manage time efficiently, and handle delays. Recognising signs of fatigue or stress early can help maintain performance. Understanding customer needs and addressing complaints politely is crucial (University Canada West, 2023). Additionally, it requires being aware of and managing your emotions as you must be on the road for more than six hours and engaging with different people. Moreover, you need social awareness and relationship management to handle every conversation effectively. Overall, you need to have all the skills outlined by Daniel Goleman, from the very first self-awareness to relationship management (Johennesse and Pressley, 2025).



5. The Importance of Emotional Intelligence in the Workplace



While Emotional Intelligence is the ability to be aware of and manage emotions, leaders and managers require the skill of EI to understand and regulate the social emotions within the workplace (Landry, 2019). Furthermore, managers should lead by example for their employees; thus, the self-awareness and self-management aspects of EI are key skills to master in order to understand and manage oneself (CIPD, 2020).

SUMMARY

Emotional intelligence (EI) plays a crucial role in achieving success both personally and professionally. It affects our ability to manage our behaviours, understand social dynamics, and make better decisions. By improving our emotional intelligence, we can experience better overall well-being, greater resilience, and improved leadership skills, which in turn can create a more organised and efficient atmosphere (Houston, 2019).