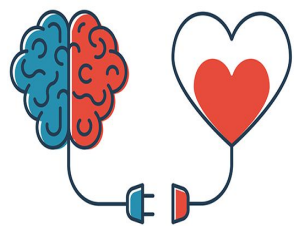


# Emotional Intelligence in my role as Tesco

## Introduction

Emotional intelligence (EI) is the ability to comprehend and navigate one's own emotions and also the emotions of others. According to Dong *et al.* (2022), EI can be defined as the capacity to observe self and other feelings and emotions, to distinguish between the two and to utilise the information in guiding the thoughts and actions. According to Goleman, EI is characterised as self-awareness, self-management, social awareness, relationship management and motivation (Singh *et al.*, 2022). In warehouse work, EI can keep me calm, cooperate with coworkers, and manage pressure.

## Emotional Intelligence



## My job role at Tesco

I am a picker in a Tesco warehouse. I collect products and deliver them to the correct gates. The workplace is a huge and crowded warehouse with over a hundred employees. Quickness, precision, and adherence to safety regulations are required in my job. I communicate with my colleagues and, occasionally, I feel pressure when the orders are numerous. Due to EI, I remain focused and collected, even during busy and stressful moments.

## Why Emotional Intelligence Matters in My Job

A meta-analysis concluded that greater EI was associated with increased job performance, job satisfaction, and reduced stress associated with the job (Doğru, 2022). In another study, it has been revealed that as EI grows, job satisfaction also grows and the level of job stress decreases (García del Castillo-López and Pérez Domínguez, 2024). In addition, EI contributes to a favourable working climate, which suits being in a warehouse, where collaboration is important (Kukah *et al.*, 2022). As a picker, good EI enables me to work with care, remain motivated and extremely calm in cases of high workloads or strict deadlines.

A 2024 study in found that EI enhances job satisfaction because it increases a positive work environment and lowers the burden of stress (Woime and Shato, 2025). According to an observation recently published in Frontiers in Psychology in 2023, EI aids in self-motivation, emotion management, empathy and handling challenge (Rodrigues and Junça Silva, 2024). The above studies confirm the notion that EI facilitates motivation and composure in situations where the job is stressful, such as mine.



## Different EI skills that I have developed

**Self-awareness:** Being self-aware involves being able to feel, identify your strengths and other limits so you can take the appropriate and safe actions (Candia-Rivera *et al.*, 2024). I recognise that I am experiencing tiredness or frustration, and I relax a little so that I do not make an error.

**Self-management:** Self-management is the ability to control responses and remain calm in such a way that emotions do not interfere with either work or safety (Zhao *et al.*, 2024). I manage my anger and remain tolerant on the days when my shift is long or machines are slow.

**Social awareness and relationship management:** Social awareness is a way to know how others feel, the moods of the group and when one requires assistance (OBUH and ONUOSA, 2025). I observe the spirits of co-workers at work and can provide them with straightforward assistance in case they are either exhausted or stressed by their duties.

## Conclusion

At my workplace, as a Tesco warehouse picker, EI is significant. It teaches me to follow my feelings, co-workers, cope with stress and remain productive. Work can be made easier by improving my EI by taking simple measures, such as being aware of my feelings and being of assistance to others.

