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Evaluation of Emotional Intelligence in Workplace Context

Reflecting on Own EI

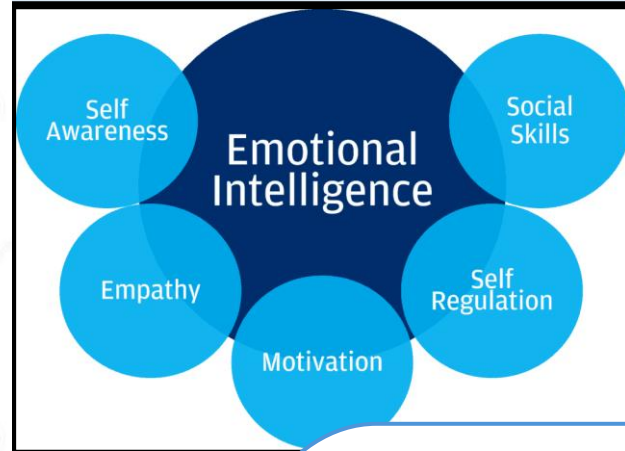
Emotional Intelligence Issues in Decision-Making, Communication, and Self-Management

- Challenges include difficulty in eye contact and negative emotions leading to frustration, defensiveness, annoyance, and resentment.
- Lack of emotional intelligence can result in impulsive behavior and insensitivity to others' feelings (Filice and Weede , 2024).
- Anxiety and frustration hinder problem-solving abilities due to emotional barriers in communication.

Introduction

Emotional Intelligence Overview as the ability to :

- Understanding and managing personal emotions.
- Recognizing and influencing others' emotions.
- Three key issues: communication, decision-making, and self-management (Moreno-Fernandez,2020).



Assess how to use or reason out on emotions

- Maintaining empathy and composure.
- Developing listening skills and attentiveness to body language.
- Enhancing emotional intelligence for effective communication (Drigas et al.,2023).
- Exploring personal vulnerabilities and perspectives on emotional intelligence challenges.
- Understanding professional emotional triggers for self-management.
- Practice mindfulness in the workplace for maintaining calmness and composure.



Improve and capitalise on EI

- Acknowledging feedback and improving written communication skills.
- Actively listening to instructions to prevent misunderstandings and improve communication process.
- Feedback can enhance emotional intelligence and improve collaborative levels.
- Active listening can enhance impressions and self-awareness (Itzchakov and Grau ,2022).
- Both active listening and feedback aid in developing positive emotional intelligence.



CONCLUSION

Reference List

Alzoubi, H.M. and Aziz, R. (2021) 'Does emotional intelligence contribute to quality of strategic decisions? The mediating role of open innovation.' *Journal of Open Innovation: Technology, Market, and Complexity*, 7(2), p.130. Available at: <https://doi.org/10.3390/joimc7020130>

Poster Findings:

- Communication, decision-making, and stress management issues need mitigation.
- Negatively impacting ability to apply workplace skills.

