

Developing Emotional Intelligence Skills for the Workplace- BMSW6106

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Introduction

Emotional Intelligence (EI), and mindfulness can be described as two critical principles that are prevalent within the domain of organizational leadership due to the significant roles they play in enhancing organizational directions, efficiency, and organizational advantage. EQ is defined as the measure of effectiveness in perceiving feelings and processing them, both in personal and organizational contexts. It has been realized to play a vital role in promoting interpersonal interactions, Employee decision-making process, and leadership in organizations (Bru-Luna et al., 2021). For instance, Goleman's model of EI has been elaborated focusing such personal and social competencies as self-awareness, self-regulation, motivation, empathy, and social skills and has been applied to the improvement of leadership competencies in the business world.

Likewise, mindlessness, which refers to the act of being actively involved in a specific task at any given time, has received a lot of attention in the positive effects on anger and stress. Being mindful helps an individual address his or her emotions, their stress levels, and be more attentive to themselves and others and making wiser decisions (Tan & Tan, 2021). Therefore, mindfulness should be embraced in the workplace as it enhances the mental health of workers and leads to a better functioning of the organizations through providing a more understanding, strong-stomached and focused workforce.

This is evident in the case of Clarke at FAYE Inc. Clarke a newly promoted supervisor experiences difficulties in dealing with diversity and share full communication with the subordinates. These weaknesses have led to ethnic electrical failures and decline of morale courtesy his obliviousness and lack of sensitivity concerning the cultural difference of his team members. This report offers a review on the part of EI and mindfulness at workplace and the two EI models critically analysed and applied to enhance Clarke's leadership and his decision-making style. It also explains how all these concepts can be applied to enhance organizational politics at FAYE Inc with the aim of creating a better working environment, thereby acting as a source of competitive edge.

Emotional Intelligence (EI) in the Workplace

Emotional Intelligences is widely embraced in the workplace nowadays and is determinative of leadership, decision-making, and people skills. Generally referred to as the capacity to identify, use, understand and regulate emotions, EI is a key factor that determines how humans and organizations behave. Goleman's framework of EI as consisting of self-awareness, self-regulation, motive, empathy, and social skills make it suitable for use in leadership and management processes (Aamir, 2023). This has been especially useful in encouraging the leadership to understand how they and their subordinates are socially emotional in the workplace.

Applying the concept of EI in the leadership situation improves the leader's abilities and efficiency in managing teams. For instance, through the assessment of EI, leaders can avoid emotionally charged occurrences in the organization as they fathom and handle them in the best way possible. This is the case with Clarke at Faye Inc., where such an assessment is critical for the raising issues.

However, the correlation between EI and organizational commitment plays an important role. Those who possess it can easily undertake strategies like enhancing healthy relationships, facilitating proper communication and, generally, making effective decisions that would yield the best results for both the individual as well as organizations. This is especially the case in Faye Inc., and other sectors of the economy wherein employees are expected to work in groups and sometimes emotions affect productivity. When organizations take efforts to develop EI, one of the best advantages found to be the improved leadership qualities along with higher level of employee satisfaction and thus increasing the retention rate of employees thus augmenting the success rate of the organization. (Aamir, 2023).

Mindfulness in the Workplace

Mindfulness which is the act of being conscious of the present while experiencing it, free from the judgment of the present has become one which is recommended for any employee and individual. This understanding has caused an increasing development in the concept of mindfulness because it works as the impact of moderating negative emotions, stress levels, and boosted general wellbeing. By practicing mindfulness in the place of work, employee results can be improved by increasing/resulting in better concentration, sound decision-making, and stress-free relations with other people. Being mindful also enables an employee to get back to the present moment without being disrupted by the past or even a prospect of the future hence making the employee effective (Khemraj et al. ,2023).

Mindfulness also enhances leadership effectiveness. Moreover, mindfulness helps leaders to be emotionally intelligent and occupationally stressed. It has been realized that such leaders make effective and more prudent decisions especially during crises and encourage organizational environment of candour and teamwork (Khemraj et al. ,2023).

This reasoning ends up contributing to increasing the ability of the organization to develop resilience and to change. Mindful leadership inspires such behaviours among employees as everyone tends to follow the pattern that they see being practiced in an organization. Further, mindfulness has been found to enhance cognitive and emotive control and thus fosters efficient dealing with stress at the workplace and interpersonal relationships into the bargain (Kumar et al., 2021).

Intertwining between EI and Mindfulness for Organizational Effectiveness

Both EI and mindfulness complement each other, particularly in the context of organizational behaviour and leadership. While EI enhances the ability of people to recognise and regulate their feelings, mindfulness increases self-awareness of the current time and improves the ways of thinking. The integration between EI and mindfulness makes leadership healthy since in addition to being emotionally intelligent, leaders are also present in the process. Combination of these two practices can improve interpersonal relationships between Clarke and his female and Chinese colleagues.

Emotional Intelligence Models

Emotional Intelligence (EI) is now an essential component of scholars' and practitioners' knowledge base about leadership and human relationships in the workplace. There are several models of EI that have been brought out over the years; two of them are the Daniel Goleman's Model and the Ability Model by Mayer and Salovey. These models help in gaining a clear insight about the manner in which emotional intelligence skills affect the wellbeing of the individual as well as the organization. Moreover, the specified area of

training, for instance healthcare, or technology has broadened the utilization of the model of EI.

1. Daniel Goleman's Emotional Intelligence Model

Amongst all the models of EI that are there in the organizational theory and practice one must acknowledge the element put forward by Daniel Goleman as one of the most influential and popular models. According to Goleman, there are five skills within EI which include self-awareness, self-constraint, drive and passion, empathy, and interpersonal understanding. These areas are deemed helpful in overseeing feelings, reaching decisions, and cultivating relationships in leaders and workers.

Emotional intelligence refers to the capacity to be aware of and manage feelings in the self as well as the influence carried out by the feelings on other individuals. Self-aware leaders can determine how their feelings and emotions influence decisions, management, and/or relationship with subordinates.

Self-regulation is the ability of controlling reactions or feelings, so that they are not problematic, excessive or violent. For instance, self-regulation may enable a leader withstand pressure and make good decisions that do not follow the pressure applied.

Work motivation is an inherent desire to work and strive not for the purpose of receiving a payoff. The Company shall endeavour to encourage hardworking, dedicated, responsible, discipline, competent and self-motivated employee/employer team.

Empathy is defined as the capacity of a person to perceive emotional feeling in another individual and have the right approach to those feelings. Employees are inspired and inspired when they have confidence on their leader which compassion helps to build up.

Practical allowances refer to the competency to interact with other people, make friendship circle and build cooperative teams. Strong interpersonal skills can help these managers resolve conflicts, foster cooperation and make sure that people do not conceal essential information on the organization.

The Goleman's framework has since made a rather great influence on the organizational theories, particularly helping in determining the effectiveness of leadership in organizations (Williams, 2021).

2. Mayer & Salovey's Ability Model of Emotional Intelligence

Another of the most used models of EI is the Ability Model that has been developed by Mayer and Salovey. This model is aimed at the cognitive skills for emotional information processing. When it comes to the theory of EIS, it has been categorized into four categories, that is, the perceiving of emotions, the thinking about the emotions, understanding of the emotions, and regulation of the emotions (Pandey, 2024).

Emotional awareness is a process that entails the capacity to identify the feelings in oneself as well as in other people. This skill is useful in the aspect of emotional self-awareness as it enables an individual to understand his or her manner of thinking and especially how emotions influence actions.

Regulation of affect means the possibility to use feelings to influence such mental activities as problem-solving and idea generation. For instance, the implement of his/her demeanour may be to encourage the group/ team, or to bring about heightened attentiveness towards a significant topic/ concern.

Emotional intelligence entails knowledge of how emotions change and what leads to these changes. It assists in comprehending the feelings and prospective future feelings.

Emotional management involves controlling personal emotions as well as the emotions of the individuals within a particular community. Persons with this skill are well capable of handling stressful or difficult situations where their feelings do not affect their rationality or the competence of their subordinates.

A more structured and ability-based approach to emotional intelligence is offered by Mayer and Salovey's model in comparison with Goleman's more focused on traits approach (Robinson, 2024). This model is most helpful when it comes to analysing how people continue to appraise and regulate emotional data for enhanced self and organisational performance. Scholars have argued that in decision-making, problem-solving, and leadership, EI may impact organisational performance.

3. Development of Emotional Intelligence

Knowledge of the developmental processes of Emotion Intelligence makes it easier to use it in the workplace. Emotional intelligence is an important area of study that is however, still in its 'developmental phase' especially with youths during their adolescent age go through many changes as far as regulating their emotions and managing interpersonal relationship is concerned this is according to Megías-Robles et al., 2024. Secondly, Delphine the adolescent acquires a better way handling emotions and the general management of social relationships. These developmental stages give an implication of how emotional intelligence can be developed through learning and exposure particularly in organizations where interpersonal skills matter.

4. Mindfulness and Leadership

Mindfulness has received much attention as one of the vital competencies that should be possessed by leaders, especially when it comes to the aspect of decision making, management of feelings, and the capacity to convey messages. Mindfulness in leadership is defined by activities such as meditation, self-reflections and attentiveness to the self and other people (Doornich & Lynch, 2024). In this case, the leaders who practice mindfulness may remain cool and calm when handling; stress levels are lower and when communicating, are more articulate and responsive to other people's feelings and ideas. Of these, the attitudes are crucial in environments within diverse groups of people, as mindful managers are more likely to know how to handle cultural disparities in the workplace.

Effective executive self-awareness in listening and consideration of other people's opinions plays a crucial role in preventing exclusivity. Thus, one of the core aspects of servant leadership, which is care and attentiveness, indicates that leaders should be devoted to helping their subordinates. There are various benefits of practicing mindfulness and

compassion in organizations, especially in multicultural workplaces, which include promoting trust and collaboration together with increasing the levels of engagement among employees.

Cultural Sensitivity in the Workplace

Culture relativism on the other hand, is the capability to appreciate, recognize and practice disparities all over the world. In multicultural groups, people's attitudes are crucial in avoiding any conflicts, giving due consideration to other members, and improving their collaboration. Cultural consciousness enables easy fitting into the way of life and best practices of people from other cultures, enabling them to work efficiently with others from other culture.

According to the study done by Egaamberdiyeva in 2024, cultural sensitivity in TEFL is highly beneficial because it requires focus on such aspects as culture while working on language skills. Culture plays a role in early childhood practices to come up with better assessments done in the child's cultural learning progressions. These outcomes imply that it is critical, for every leader and managers to be culturally sensitive, provided that most teams cut across cultures (Sussman et al. ,2025).

A component of emotional caregiving includes cultural empathy, the need to pay attention to individual culture to be able to deliver appropriate care. Similarly, in the workplace, the cultural imprinting of employee management is essential as a principle that allows to co-ordinate organizational interactions, referendum possible conflicts, address the organizational culture issues, and support all stakeholders so that they could feel comfortable and integrated (Mesman ,2021).

Integrating Mindfulness and Cultural Sensitivity

Cultural sensitivity and mindfulness are two concepts that work hand in hand in ensuring inclusiveness in the workplace. This means by engaging in such practices, one can actually led to the personal development of the leader to be able to recognize own attitudes and feelings to be able to maybe interact with people from other cultures. A mindful attitude makes it easier for the leaders to understand people of different cultures and be more flexible in their attitude excluding prejudices and stereotypes.

With the presence of mindfulness and cultural sensitivity into leadership, the overall organizational working environment and especially in a diverse team, may be enhanced greatly. If leaders have learnt how to manage their own emotional intelligence, then they will be capable of creating awareness of equality and embracing diversity since it leads to success in any organization.

Application of EI and Mindfulness at FAYE Inc.

Clarke's leadership challenges at Faye INC aptly demonstrate the usefulness of EI and mindfulness in dealing with communication issues in an organization. Thus, using EI ad mindfulness in leadership and human resource development, FAYE Inc. could bring about a positive change and enhance the firm's inclusion, work environment, and productivity. This part elaborates the use or application of EI and mindfulness in FAYE Inc. to improve personal and organizational gains.

Implementing EI at FAYE Inc.

The evaluation of Goleman's EI model can clearly suggest that FAYE Inc. management needs leadership enhancements which can be covered with Clarke's help by boosting his focus on certain competencies including self-awareness, empathy, and social skills. There is strong evidence that proves that leaders with high EI are good communicators and great problem-solvers from conflicts, good decision-makers (Sierra and Jardón ,2025). Thus, the lack of self-awareness would enable Clarke to discern the social consequences of his actions, for example, he needs to understand that his manner of communication causes dissatisfaction among the female workers.

Further, understanding of the concept of empathy would help Clarke to extend compassion to his subordinates especially those who come from different cultural background as he will understand their way of working. When a particular leader applies EI he or she is in a better position to ensure that their employees feel valued hence improving on the levels of engagement within the team (Sierra and Jardón ,2025). This approach can also help in improving morale within teams at FAYE Inc., decrease misunderstandings and in the long run improve the levels of productivity.

Integrating Mindfulness at FAYE Inc.

Mindfulness-Based Stress Reduction (MBSR) is known to boost emotional regulation, concentration, and well-being at work, it would be useful to introduce mindfulness programs for Clarke and his colleagues. Cognitive reconstruction could help employees not to be stressed and to have more healthy response to the situation, if they are under mindfulness training.

Mindfulness can help to improve emotional regulation and executive decision making and that are valuable traits of leadership should be replicated in Clarke where he will head a team and deal with interpersonal relationships. Furthermore, mindfulness enhances the listening skills, and this is very important particularly in the FAYE Inc. setting because some of the employees could have different attitudes towards communication from others (Sierra and Jardón ,2025).

In addition, mindfulness can be essential in enhancing interaction between the employees at FAYE Inc. This way, the leaders and the employees can be in a better position to avoid making hasty and emotionally charged decisions, while at the same time increasing their capacity to feel for one another and with others. Through mindfulness, the capacity to be present is boosted hence encouraging a better atmosphere within the working space with support and empathy from the team members (Robinson et al. ,2022).

Measuring Effectiveness at FAYE Inc.

To evaluate the effectiveness of EI and mindfulness training, FAYE Inc, should consider using questionnaires and appraisal assessments as tool to gauge the changes in leadership competence, mood, and interaction within the teams. This evaluation would enable assessment on the effectiveness of EI and mindfulness in increasing the level of engagement, decrease conflicts and overall organizational performance.

Critical Discussion

EI and mindfulness benefits when it comes to leadership and organization have become a topic of discussion and practice, but their implementation isn't without pitfalls. That is, it is

challenging to assess and compare EI and mindfulness because these are personal traits impossible to compare one to another. However, organizational commitment, time, and funds remain some of the key issues involved in implementing mindfulness and EI training programs. In addition, not all people can agree with such practices mainly in cases in organizational culture norms or business formalism. Nevertheless, the positive impacts of self-awareness and self-control, empathy, and pro social orientation provide the basis for improving leadership qualities and organizational culture within the business.

Conclusion and Recommendations

Overall, the use of EI and mindfulness in leadership within FAYE Inc.'s strategies and approaches will contribute to improvements in interpersonal communication, relationships, and problem-solving. The mindfulness and emotional intelligence enable Clarke and his group to decrease stress, enhance conflict solution, as well as motivate group harmony that, in return, enhances the success of the organisation.

Some of the suggestions are the adoption of programs, for instance, Emotional Intelligence to help individuals become more aware of themselves, others and the society especially those in leadership positions. Also, mindfulness-related techniques including Mindfulness-Based Stress Reduction (MBSR) should be incorporated to help enhance self-regulation skills. There is need to transfer these initiatives into practice and set up routine feedback practices in the process to gauge their effectiveness towards enhancement. The recommendations will help FAYE Inc enhance an empathetic, strong, and efficient workforce in the company.

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Appendix- Poster presentation

