

Emotional Intelligence

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Emotional Intelligence

Emotional Intelligence (EI) is the ability, capacity, and talent to identify and manage the emotions of oneself, individuals, groups, or teams. People who are comfortable in their skin and capable of sensing the feelings of others are considered to have a high degree of emotional intelligence; furthermore, these individuals are known to be resilient, cheerful, and sociable. EI helps leaders develop skills that promote a happier working environment and a positive culture (Lan & Trinh, 2021).

Emotional Intelligence: Leaders

Emotional intelligence can be learned, and leaders can develop skills from it that are critical in running a successful organization. Leaders need to build EI since it is known to help them become more productive and effective (Maxwell, 2020). Learning to be emotionally intelligent will help leaders manage stress among the organization, mitigate conflict among employees, and promote understanding among team members; furthermore, it fosters stability, continuity, and synchronization (Neck et al., 2020).

Research shows EI can drastically affect the work environment by controlling and improving employees' emotions, job attitudes, and actions. Job satisfaction is often thought of as representing an employee's well-being and is positively associated with EI. Therefore, leaders should learn to be emotionally intelligent to create an atmosphere where employees feel happy and achieve meaningful work (Nanda & Randhawa, 2019).

Emotional Intelligence: Self-awareness and Empathy

In listening to John Maxwell's podcast, he spoke about the five components of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills. An individual who wants to achieve emotional intelligence needs to be proficient in all these components and continuously work on them while not becoming complacent (Maxwell, 2020).

Of the five components, two of them stood out; the first is self-awareness. In achieving self-awareness, a person must understand themselves completely. They need to be aware of their emotions, comprehend what drives them and recognize their moods and how all these characteristics affect others. The key to attaining self-awareness as a leader is with being consistent in your values and principles. Leaders need to be open, transparent, and address their weaknesses with employees (Maxwell, 2020).

Being consistent in values and principles are character traits that resonate with me. I always have respected leaders who are ethical and show morals in their decision-making process; on the contrary, management who have not been consistent in their values and principles lose their employees' trust. Being consistent in these traits strengthens teamwork since effective collaboration requires honesty and transparency.

The second component that stood out is empathy. In EI, this feeling can perceive an employee's emotions and manage them according to their reactions in a work environment. A leader who is aware and considers an employee's feelings in the decision-making process is deemed to be empathetic. Management must be compassionate and listen to their team; furthermore, leaders need to be humble to gain their employee's trust (Maxwell, 2020). A skilled leader in being empathetic towards their employees has increased organizational outcomes, cohesiveness, and performance (Unnikrishnan et al., 2019).

Showing and being empathetic resonate with me on a deep emotional level since the foundation of this trait involves trust and the ability to trust others. As a nurse, showing empathy towards a patient and family members helps build a relationship, rapport, and trust. Empathy as a nurse involves listening and identifying what emotionally is affecting the patient. The nurse needs to connect with the patient by sharing a relatable story that affected the nurse emotionally in the same way.

Emotional Intelligence: Strengths and Weakness

Self-regulation is the component in EI I find most challenging. Accomplishing self-regulation in EI includes setting our standards high, creating a workplace based on trust and fairness, and taking accountability for our actions (Maxwell, 2020). I find this component the most challenging since it requires constant work and perseverance to accomplish, which can be daunting and draining. Although self-regulation is difficult, once achieved, I feel it would be the most rewarding since it would mean I have honed my skills in the workplace, meet my standards of excellence, take the initiative, and adapt to different situations (Lan & Trinh, 2021).

Having excellent social skills would be the easiest to accomplish in attaining EI. Social skills involve being friendly and working with individuals or groups to move in the direction you want to achieve the tasks required (Maxwell, 2020). I am a good communicator, which allows me to build rapport and earn people's trust. I am empathetic and can identify ways to meet an individual's needs, thus giving me opportunities to develop strong relationships within the workplace. Every time I walk into a room and meet a group of people, I am friendly and smile on my face showing that I am approachable. It is not uncommon for me to resolve conflicts diplomatically at work, and I frequently provide praise and constructive feedback to my

coworkers. These are all attributes needed to attain excellent social skills and EI; therefore, making it the simplest for me to accomplish (Batool, 2013).

Emotional Intelligence and the Workplace

As a leader, one way I would assist in developing the EI of my team is by introducing them to the concept of it and then setting the example. Since I consider self-regulation to be the most challenging to achieve, I would be open and honest about it with my team and ask for all members, including myself, to try to attain this component. I would set goals with my team members that involve self-regulation and find ways to monitor our progress; therefore, setting high standards for ourselves. Setting these goals will include taking accountability and creating a culture that provides fairness and honesty; furthermore, it will increase workplace performance and overall job satisfaction (Lan & Trinh, 2021).

Emotional Intelligence and Organizational Behavior

Taking an organizational behavior course has assisted in building my EI in different ways. One way the system has helped with my self-awareness is through our discussions on various topics. In our video presentation option for module four, we had to talk about what we do well and our challenges. I mentioned a challenge for me is time management; how it impacts my life, schoolwork, and job. Also, receiving feedback on my posts and willingness to change my perspective or idea on a particular topic is part of becoming more self-aware (Neck et al., 2020).

Reading "The Greatest Motivational Tool" book has helped me learn how to be more empathetic to employees as a leader. The book discusses how valuable one-on-one monthly meetings are in building relationships with employees. It opens a dialogue between both parties

and encourages listening, criticism, and supporting one another to achieve a common goal (Olson, 2019).

Conclusion

I can be developed and learn with time and practice. EI offers significant value to organizations as it offers leaders to interpret the feelings and behaviors of their employees. Once accomplished, it provides high performance, efficacy, and improved competitiveness within the workplace environment. Every organization needs to incorporate EI into its culture to cultivate a positive environment and job satisfaction.

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