

Innovation Practices in HR – Emotional Intelligence

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ARTICLE DETAILS

Article History

Received: 20 November 2016

Accepted: 29 November 2016

Published Online: 05 December 2016

Keywords

Emotional intelligence,
Developing key skill

ABSTRACT

Recently in HRM, Emotional Intelligence (EQ) has become a popular topic of debate suggesting that EQ competencies should be given more weightage than IQ competencies while recruiting a worker as such various job related factors are thought to be correlated with it and therefore, it is necessary to study EQ & its four components. The purpose of this research study is to explore the EQ level of the working professionals in Gujarat and to understand the relations of variables such as age & gender on EQ. The methodology adopted involves descriptive field study using a structured questionnaire as the research instrument with statistical analysis to arrive at the results. The results reveal that age (variable) can predict the EQ level and that EQ is independent of gender. It is also noted that EQ level of professionals is good but there's a lack of awareness regarding EQ skills and its importance.

1. Introduction:

Emotional intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behavior. It was Peter Mayor and Salovey who introduced this concept in 1990 but it was Daniel Goleman who's known as the guru of Emotional intelligence because he is the one who made this concept very popular and made people aware of the importance of this concept. Daniel Goleman's five components of Emotional Intelligence namely, Self-Awareness, Self-Regulation, Internal Motivation, Empathy and Social Skills later on got clubbed into four components discussed below.

i. Self-Awareness

In short, it refers to KNOW YOURSELF. It is the ability of having a clear understanding of one's emotions, strengths, weaknesses, drives and capabilities. When we are self-aware, we know what are our strengths and weaknesses, what emotions we are passing through and how we feel about it. So we do not compare ourselves with others as such we value ourselves which develops our self-confidence and self-esteem.

ii. Self-Management

In short, it refers to MANAGE YOURSELF. It is the ability to use the knowledge of Self-Awareness in order to manage your emotions in a way that yields positive results. It includes believing not only that the best will happen to you but whatever happen is for the best and then you'll be a highly self-esteemed and self-confident person as a great saying goes like this, "Confidence never comes when we have all the answers. It actually comes when we are prepared for all the questions." So you should prepare a mental picture considering all the possibilities of an event that might happen so that you hope for the best but also be mentally prepared for

the best. It also includes visualization of success and managing stress level.

iii. Social Awareness

In short, it refers to KNOW OTHERS. It is the ability to read the facial expressions, body movements and other non-verbal signals of others in order to understand their emotions. It also includes the ability to putting yourself in others' shoes and the tendency to observe the body language of characters in TV serials or movies as well as identifying oneself with those characters because if you'll know others then only you'll be able to manage your relationships which is the last and the most crucial component of Emotional Intelligence.

iv. Relationship Management

In short, it refers to MANAGE ONE SELF & OTHERS. It is the ability to use the knowledge of all the previous skills namely Self-Awareness, Self-Management and Social Awareness in order to manage your emotions towards others. It is the most crucial component of Emotional Intelligence as such it includes skills like managing conflicts, influencing others, team building etc.

2. Efforts of emotional intelligence:

- **Performance at work.** Emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career. In fact, when it comes to gauging job candidates, many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.
- **Physical health.** If you're unable to manage your stress levels, it can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility, and speed up the aging process. The first step to improving emotional intelligence is to learn how to relieve stress.

- **Mental health.** Uncontrolled stress can also impact your mental health, making you vulnerable to anxiety and depression. If you are unable to understand and manage your emotions, you'll also be open to mood swings, while an inability to form strong relationships can leave you feeling lonely and isolated.
- **Relationships.** By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

3. Developing key skill:

Emotional intelligence (EQ) is built by reducing stress, remaining focused, and staying connected to yourself and others. You can do this by learning key skills. The first two skills are essential for controlling and managing overwhelming stress and the last three skills greatly improve communication. Each skill builds on the lessons learned in practicing the earlier skills and includes:

- The ability to quickly reduce stress in the moment in a variety of settings
- The ability to recognize your emotions and keep them from overwhelming you
- The ability to connect emotionally with others by using nonverbal communication
- The ability to use humor and play to stay connected in challenging situations
- The ability to resolve conflicts positively and with confidence

Stress busting:

The first key skill of emotional intelligence is the ability to quickly calm yourself down when you're feeling overwhelmed. Being able to manage stress in the moment is the key to resilience. This emotional intelligence skill helps you stay balanced, focused, and in control—no matter what challenges you face.

Connect to our emotions:

The second key skill of emotional intelligence is having a moment-to-moment awareness of your emotions and how they influence your thoughts and actions. Emotional awareness is the key to understanding yourself and others. Many people are disconnected from their emotions—especially strong core emotions such as anger, sadness, fear, and joy. But although we can distort, deny, or numb our feelings, we can't eliminate them. They're still there, whether we're aware of them or not. Unfortunately, without emotional awareness, we

are unable to fully understand our own motivations and needs, or to communicate effectively with others.

Non-verbal communication:

Being a good communicator requires more than just verbal skills. Oftentimes, what we say is less important than how we say it or the other nonverbal signals we send out. In order to hold the attention of others and build connection and trust, we need to be aware of and in control of our nonverbal cues. We also need to be able to accurately read and respond to the nonverbal cues that other people send us. Nonverbal communication is the third skill of emotional intelligence. This wordless form of communication is emotionally driven. It asks the questions: —Are you listening? and —Do you understand and care? Answers to these questions are expressed in the way we listen, look, move, and react. Our nonverbal messages will produce a sense of interest, trust, excitement, and desire for connection—or they will generate fear, confusion, distrust, and disinterest.

Use humor and play to deal with challenges:

Humor, laughter, and play are natural antidotes to life's difficulties. They lighten our burdens and help us keep things in perspective. A good hearty laugh reduces stress, elevates mood, and brings our nervous system back into balance.

Resolve conflict positively:

Conflict and disagreements are inevitable in relationships. Two people can't possibly have the same needs, opinions, and expectations at all times. However, that needn't be a bad thing! Resolving conflict in healthy, constructive ways can strengthen trust between people. When conflict isn't perceived as threatening or punishing, it fosters freedom, creativity, and safety in relationships. The ability to manage conflicts in a positive, trust-building way is the fifth key skill of emotional intelligence. Successfully resolving differences is supported by the previous four skills of emotional intelligence. Once you know how to manage stress, stay emotionally present and aware, communicate nonverbally, and use humor and play, you'll be better equipped to handle emotionally charged situations and catch and defuse many issues before they escalate.

4. Conclusion:

Emotional intelligence helps to build up the stronger relationship, succeed at goal. Emotional intelligence is so important and boosts EQ by mastering five core skills. High emotional intelligences recognize an emotional state and the emotional states of others and engage with the people in a way that draws them. So by understanding emotions help to understand the other in better way.

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