

Emotional Intelligence in the Workplace.

What is Emotional Intelligence?

A definition

Emotional Intelligence is the measure of an individual's abilities to recognise and manage their emotions, and the emotions of other people, both individually and in groups.

Emotional Intelligence can be broken down into 5 different categories.

These are:-

Self-Regulation, Self Awareness, Motivation, Empathy and Social Skills.

Let us look at these in more detail

Self-Regulation

We need to self-regulate for reliable and healthy emotional wellbeing. To be able to calm yourself down when you are upset and to know what you need to do if you are feeling down so as to make yourself feel happy. This is a skill that anyone can improve on if they so choose to do so. The word 'emotion' derived from the Latin means 'to move'. Consistent self-regulation requires focus on your deepest values rather than feelings. Violation of values can produce bad feelings, while acknowledging them makes you feel more authentic and empowered.

Self-Awareness

Being self-aware then is the capacity for introspection and the ability to recognise oneself as an individual separate from the environment and others. You are also aware of your thoughts, feelings and behaviour. You know your strengths and weaknesses.

If you are self-aware you have an understanding of other people and you are aware how they may perceive you in return. While you develop self-awareness your thoughts and interpretations will begin to change. This change in mental state will also alter your emotions and increase your emotional intelligence.

Motivation

Motivation is the desire to do things, to want to get things done. It is the crucial element in setting and attaining goals. It is the reason for people's actions, desires and needs. Motivation comes from within the individual.

Empathy

Empathy is the capacity to understand and feel what another person is experiencing from within their frame of reference. The capacity to place oneself in another person's world.

Social Skills

These are the skills we use to communicate and interact with each other, both verbally and non-verbally. These can be through body language, gestures and our personal appearance.

Why is Emotional Intelligence important in the Workplace?

Emotional Intelligence at work is about how people and relationships function. How well do the people in the organization work together?

It is important because:-

- ★ Better able to work in teams
- ★ Adjust to change and be flexible
- ★ Follow actions not words. A powerful tool for success
- ★ Effective communication
- ★ Are authentic
- ★ Show respect
- ★ Leading with heart
- ★ here are many opportunities both in work and life to practice improving your emotional intelligence.

Have a look at the following points:-

- ★ Focus more on 'we' and less on 'me'
- ★ Ask open questions
- ★ Practice active listening
- ★ Learn about people's expectations
- ★ Increase empathy
- ★ Learn to recognise others' needs before your own
- ★ Confident
- ★ Intuitive
- ★ Creative

The Emotional Intelligent business **consistently** excels in all these areas and has insight into how this happens.

How to develop Emotional Intelligence.

- ★ The ability to reduce negative emotions
- ★ Stay calm and manage stress
- ★ Be assertive and express difficult emotions when necessary

- ★ Stay proactive..not reactive
- ★ Develop resilience
- ★ The ability to express emotions

When to use Emotional Intelligence.

There are many opportunities both in work and life in which to develop your emotional intelligence.

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- ★ Increase empathy

To conclude

Where to use emotional intelligence

In any situation where you need to share your emotions and speak up for yourself, whilst recognizing what is going on for the other person.

Emotions are not left at the door when you enter the workplace.

Practice and use your Emotional Intelligence to succeed in life.

Please contact me if you would like me to come and give a talk on Emotional Intelligence.

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