

Managing emotions

Business



The article, 'Managing Emotions in the Workplace: Do Positive and Negative Attitude Drive Performance' has articulated a very important aspect of psychoanalytical concept of human behavior. It is very true that individuals' emotions and general frame of disposition greatly influences his/her performance. A cheerful person tends to bring happiness with him whereas a despondent individual spreads tension and negativity. Barsade, Wharton Professor correctly surmises that emotions travel like virus and impact other people's performance and creativity. Interaction amongst workforce within an organization is intrinsic part of cohesive work ideology. Thus, a person who brings in negative energy like tension, worry, fear, disgust etc. is likely to adversely influence organizational performance.

I think organizational leadership is vital tool that promotes optimistic disposition that looks at adversity as challenges to be exploited for improved performance. I also believe that effective communication and non verbal behavior are critical aspects of inter personal interaction that send out important messages of sincerity and trust. Indeed, emotional intelligence encourages understanding of human behavior so that messages are correctly interpreted and not under some emotional upheaval. It is for this reason that tough decisions or important information that may impact people should be conveyed face to face. It helps to understand and rationalize issues and information positively. Indeed, understanding of human behavior helps the leadership to meet the challenges. They are better equipped to encourage proactive participation of individuals for improved productivity. At the same time, it also helps them to diffuse conflicting situations in the workplace. Hence, organizational culture must promote understanding of human behavior and human psychology so that negative emotions of people

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can be turned into assets that can be exploited for higher performance.

(words: 280)

Reference

Managing Emotions in the Workplace: Do Positive and Negative Attitude Drive Performance. Retrieved from: <http://knowledge.wharton.upenn.edu/article.cfm?articleid=1708> April 18, 2007.