

# Case study example



26 March Answers Self awareness, self management, self motivation, empathy, and social skills are the five dimensions of emotional intelligence. Alex measured low in emotional intelligence on all of these dimensions except for self awareness. He knew why he was protesting against the company in any way he could. He was not approved by Marilyn in the performance and salary review. He thought he had worked in the company with too much dedication, and when he did not see his efforts rewarded, he protested against the management. So, he measured high on the self awareness. Other than that, he did not control his emotions, so his score on self management is very low. He lost all hope for building his career in the company, and therefore took the extreme steps which speaks of his low score on self motivation. He did not understand Marilyn's reason for disapproving his promotion, so he measured low on empathy. He took actions against the peers because of poor social skills which earned him bad name in the company. 2. Alex needs to improve his emotional intelligence particularly on the dimensions of empathy and social skills. He should have realized how abrupt he used to talk on the phone, and how often he refused to provide answers through emails when he was required to do so by his peers. He should make a written note of apology to the company's owners and all of the management and peers. 3. Alex's suspension and recommendation for his termination is very justified given his misconduct and lack of consideration for the reputation of the company.