

Emotional intelligence

[Business](#), [Human Resources](#)



Instead of the conventional qualities of managers, the company is building more focus on strengthening their emotional intelligence.

10. 2) I think that Johnson & Johnson has taken the right initiative to improve the emotional intelligence of its employees. Training programs will be helpful in making the employees realize how emotional intelligence can benefit the company and also groom their personality. However, training programs won't be productive if employees do not practice what they learn from training in their daily activities. So apart from training them on emotional intelligence skills, proper monitoring has to be done to ensure that all managers are engaged in improvement. And yes, it is really fruitful to discuss abilities while evaluating performance so that timely training, coaching, and feedback is given to employees so that they fix it up before the results get worse.

10. 3) Emotional intelligence will definitely help Johnson & Johnson avoid recalls because when the emotional intelligence of managers is high, they will be able to have better control on their nerves and they will perform without stress. It will also help them take right and timely decisions when it comes to quality and manufacturing so that recalls can be avoided.

Emotional intelligence is a combination of a number of skills such as anger management, stress control, self-awareness, etc. By mastering these emotions, managers can definitely play a role in escalating profits for Johnson & Johnson.