

Emotional intelligence and communication essay

[Business](#), [Management](#)



This essay reviews the precepts and parameters of emotional intelligence. With the help of self-assessment tests this essay will also look at what the writer has learnt about his emotional intelligence. There is a lot of discussion about the definition of emotional intelligence and how it is used and what it is made up of (Kernbach, Schutte, 2005).

A few fields like organizational psychology and business management cover emotional intelligence. Emotional intelligence according to an organizational psychological perspective is defined as 'ability to perceive emotions accurately, to understand it, and to express it (Matlin 1999 p 61). An organizational management definition is 'abilities concerning the recognition and regulation of emotion in the self and others' (Spector, 2005). According to Goleman (1998) the five main components of emotional intelligence are- self-awareness, self-regulation, motivation, empathy, and social skill-in turn. The aim of this essay is to make a case that emotional intelligence is important, in respect to professional development in the area of communication. Goleman's Model Emotional intelligence (EI) is a concept popularized by Daniel Goleman through his well received book on the subject.

(Goleman, 1995). However the theoretical precepts of emotional intelligence are attributed to a number of other scholars, such as Salovey. Mayer. (1990). Emotional intelligence has been defined as a set of skills which enable a person to effectively assess and then express emotions within oneself and then with others. Thus the process also involves regulation of emotions internally and while communicating with others. Another facet of emotional intelligence is the impact it can have in professional life by enabling us to

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plan and achieve our goals through motivation of our inner passions and thoughts.

This is evident in the Self Assessment Exercise No 7 on motivation. There are essentially four cognitive elements in emotional intelligence, these are related to both intra and inter personal communication. (Mayer. Salovey, 1997). These are the ability to perceive emotion, to integrate it, to understand and finally manage it.

(Mayer & Salovey, 1997). Goleman has referred to emotional intelligence as managing emotions to achieve balance thereby leading us to act intelligently. (Goleman, 1998).

It is said to comprise of a number of human traits to include compatibility with peers, superiors and subordinates, delaying reward, determination to persist against all odds, having sympathy for others, manage and balance feelings in the face of outside pressures and so. (Pfeiffer, 2001). Thus the Goleman model of emotional intelligence implies our ability to manage its five elements as stated above.

This is effectively highlighted in some ways in Tutorial Self Assessment 3 which tests adaptability to innovation. EI and Intra Personal Communication Emotions are internal proceedings in the mind that enable us to coordinate our inner systems, physiological and cognitive responses to situations and bring these into conscious awareness. (Mayer. Caruso. Salovey, 2000). It is thus quite natural to view emotional intelligence as comprising the ability to effectively communicate with one's own self. Intra personal communication

can enable us to perceive our emotions, to integrate it in thought and then understand it.

Inter personal emotion on the other hand enables us to utilize this understanding for effective management of emotions in our interaction with others in a group as well as society at large. (Mayer, Salovey, 1997). Tutorial Self assessment 2 which talks of a high level of tolerance of ambiguity enables development of higher intra personal skills. The ability to understand the thoughts that precede our emotions can be identified as the key to internal communication leading to constructive thinking and denoting a high level of emotional intelligence. It is commonly said that whatever the circumstances, in case positive thoughts occur automatically, it leads to affirmative actions and denotes a high level of emotional intelligence.

(Epstein, 1998). The Self Assessment Exercise 4 enables us to understand our emotions while participating in a team activity and is an effective example of this norm. Thus emotional intelligence has also been related to interpersonal communication as a means of controlling oneself in various situations, the enthusiasm displayed towards one's goals, the determination to achieve these and a holistic process of self motivation achieved through all these sub processes in the mind. (Goleman, 1995). Tutorial Self Assessment Exercise 7 provides us an effective insight in our processes of motivation.

Effective intra personal communication will also lead to self empowerment as determined by Self Assessment Exercise 6. EI and Interpersonal Communication Emotional intelligence also rules the domain of inter

personal communications. It enables us to manage our relationships with others better through an understanding of our own emotions. Thus a number of life outcomes could be dictated by our ability to conduct fruitful inter personal communication with our peers and within the community as a whole.

This can also be observed through the positive and negative team attributes discussed in Tutorial Self Assessment 1. While Tutorial Self Assessment 2 provides an insight into our own ability to communicate with others, in turn developing self awareness. Inter personal emotion enables us to utilize the understanding of our thoughts and sentiments to effectively manage our relationships with others. (Mayer.

Salovey, 1997). The ability to empathize with others and build effective relationship with them is a part of our emotional quotient. Emotional intelligence provides us the ability to manage our relationship through effective inter personal communications by being sensitive to their feelings, avoiding unnecessary criticism and thus preventing alienation. On the other hand a study of groups has also revealed that groups which succeed have a very high level of total emotional intelligence.

(Eisenhardt, 1999). Conclusion Emotional intelligence is important, in respect to professional development in the area of communication. It creates a sustained capability for effective communication both within oneself and also with others. It enables us to develop a holistic personality through an ability to understand ourselves better and then transmit the positive aspects of our personality in communication with others. (Pfeiffer, 2001). It has been

successfully utilized of late in developing leadership as well as organizations as a whole by improving the human capabilities of people, enabling them to build better teams, become better leaders and in turn run effective organizations. Modern organizations are communication sensitive. The ability to effectively communicate is an essential aspect of our personalities.

Since communication is a human rather than a mechanistic transaction, control and balance of emotions is an essential attribute which needs to be fostered in people. The Tutorial as well as Self Awareness Exercises have enabled development of an awareness of one's potential and weaknesses and thus considerably enhanced emotional quotient to enable us to perform in modern organizations, professionally.