

Emotional
intelligence,
productivity:
performance of
employees



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An organization with a good leader will always succeed. These leaders are highly dedicated, honest, creative, fair, assertive, and disciplined. To sum it up they must require high Emotional intelligence. Emotional intelligence allows individuals to perceive and control emotions. It allows them to communicate clearly and passionately. It is the key ingredient to be great leaders because it allows built a special relationship between staff and leaders. Emotional intelligence allows leaders to be discipline, flexible, focus, fair, cultural competed, situational awareness, and many more. All of this greatly benefits organization because it helps them meet its goals.

There are millions of workers that hate their job. One of the biggest issues is that they dislike their leaders or bosses. These leaders lack emotional intelligence or have unmanaged emotional intelligence. This could have many negative impacts on an organization. Some of impact includes lacking innovation and creativity, slow development, decline in revenue, increase in stress, negative organization climate, workplace violence, and decreased customer satisfaction. According to Coleman, true leaders always recognize human problems and step in to make solutions. However, if they lack this ability then they create more problems and cause career derailment for many. Paying attentions to specific feelings can help eliminates wrong decision making significantly. Self-awareness along with self- confidence promotes healthy decision making skills, and encourages successful leadership. The purpose of this research paper is to show how employees can greatly increase their performance and productivity by having leaders that have high emotional intelligences. The finding reveals that emotional intelligence can promote job satisfaction, help deal with change decision

management, drive employee engagement, impression management, and overall improve employment brand.

A study done by author S. Samanitha and David Jawahar called “ Emotional intelligence as a predictor of job satisfaction: A study amongst faculty in India”, revealed positive relationship between job satisfaction and emotional intelligence. The study involved 98 faculty members from arts and science in Tamil Nadu, India, and the method they used was self-administered questionnaires. The questionnaires had three sections understanding, managing emotions, and job satisfaction. The results were compared to a 7 point-likert scale. The findings of the study showed that there is very high correlation between emotional intelligence and job satisfaction. The authors also explains the four branch model of emotional intelligence and how it can impact employees satisfaction; the model includes perceiving thoughts, facilitating thoughts, understanding emotions, and managing emotions. It also highlights the benefits for strengthening the strategic EI score. Overall, the study showed emotional intelligence allows positive impact on an organization.

Building engagement in an organization is important for employees and leaders. Researchers found organization greatly lack employee engagement. This can have more pervasive impact on the organization. The study conducted by the Society of Human Resource Management in 2011 showed 99 percent of HR Leaders anticipate that employee engagement is the biggest challenge organization face. The study explains how a collaborative work can allow companies to reach it highest goals in a short period of time.

One of the biggest factors is having positive interaction with co-workers
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because it allows improving emotional, physical, and cognitive well-being. It also shows increase organizational commitment and innovation, and encourages employees with high performing abilities.

The researchers created a tool called organizational network analysis (ONA), which was used to assess patterns of collaboration throughout the organization. They used this tool to measure how employees systematically influence each other in an organization. The findings showed by building an energizing network of interaction will most likely boost performances, and commitment to their work. Overall, the study concluded the importance of opinionated leader's because they provide employees with additional support and resources. These leaders also influence and provide positive path for employees, which allow them to become good followers.

Emotional intelligence of leaders can improve employment brand. A research study shows how emotional intelligence of managers can improve employment brand, talent retention, and productivity. Researchers Benjamin Plamer and Gilles Gignac conducted an online survey study for three different organizations, and found similar results. They concluded that these managers were self-aware, empathetic, effectively regulate their emotions, and also positively influence others feelings. The researcher rated Emotional intelligence as the valeted predictor of job performance. It is the one key element to employee's commitment to the job.

The survey they used in this study was called The Genos Emotional Inventory. It included 440 participants, including 223 management leaders. The survey included seven categories: emotional self-awareness, emotional

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expression, emotional awareness of others, emotional reasoning, emotional self-management, emotional management of others, and emotional self-control. The participants also took surveys to rate the managers, and were categorized into groups according to their score range. The results showed leaders with high emotional intelligence have a positive influence on their staff, which can overall improve organization management.

Professor Ajay Jain from Aarhus University of Denmark conducted a study showing how emotional intelligence can predict impression management. His study examined how ones intrapersonal and interpersonal abilities can affect their management team. The study involved 250 participants, and a questionnaire measuring methods. To get accurate results the professor used random sampling techniques, and voluntary participants. The findings were emotional intelligence highly relates to impression management behaviors. However, it also showed that it can negatively affect the impression management behaviors. The findings included negatively linked career success and employee performance.

Organization always goes through changes due to new hires or policy modifications. It is the leader's job to deal with all the challenges of a changing environment. A study conducted by Don Chrusciel showed how the emotional intelligence can help an organization improve staff performance and their productivity, and develop effective human resources strategies to deal with organizational change. The article goes in depth about individual and organizational success due to a change. The findings of the study were that emotional intelligence does allow leaders to successfully deal with all the changes. These leaders ultimate goal is to adapt to the new changes, <https://assignbuster.com/emotional-intelligence-productivity-performance-of-employees/>

and convince others to do the same. This will allow them to perform well and make the group effective and efficient. The author also recommends training and development programs for leaders and staffs to improve emotional intelligence. Emotional intelligence training curriculum includes topics such as self-awareness, motivation, self-regulation, empathy, and adeptness in relationships.

Team empowerment and team proactivity also contributes to the performance of staff in an organization. Team leader emotional intelligence can highly impact their performance or organizational responsiveness, and its flexibility. A study done by Hakan Erkutlu and Jamel Chafra on the impacts of team empowerment shows the importance of team leader's emotional intelligence is on an organization. According to the article, the highly empowered team members were willing to make sacrifices for the team success. The author focuses is on four dimensions of team empowerment; potency, meaningfulness, autonomy, and impact. The study sample included hospitals staff, who worked in teams. There were three random hospital selected, and participants were notified that the study was being done to collect data on team empowerment. The results showed that team leaders with high emotional intelligence abilities had stronger relationships with team empowerment and proactive behavior. The study suggested emotional intelligence along with leader's personality and personal/interpersonal factors play a big role on team performance. Most importantly, these team leaders can help organizations meet its goals faster, and implement new programs for better success in the future. The article also focuses on how

team empowerment can increase its emotional intelligence level, which can also increase productivity and performance of all employees.

There were many implications in these studies. Some of the studies show no improvements in participants after training and programs. One of the biggest problem is these studies were individual ethics and integrity. This caused many limitations to Don Chrusciel study because some individual hide or masked their true emotions. Some of other limitations were funding and positive human skills. Researchers explain organization can succeed if they have more funding's. This funding does affect their management styles and leadership styles. These funding's can allow small bonuses, rewards, and recognitions. These small handouts have shown a significant change in the employee's performance and productivity.

In conclusion, emotional intelligence can greatly benefit everyone. It can allow us to work effety and efficiently. Goleman relates this to a form of science, which includes the emotional brain and thinking brain that works together to produce successful leadership skills. Emotions are very important. Our surroundings are created through our emotions. For example, an energetic and enthusiastic leader will have staffs that are the same versus a rude leader with rude staff. Leaders with high EI test score often get hire more, and most likely to succeed in their careers. Emotional intelligence can greatly impact developing leaders, personal productivity, career success, team performance, empowerment, customer satisfaction, time management, stress reduction, and many more. It can also allow people to work together and create new innovations. Employees will be happier with their jobs, and will find balance between work and life.

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Several studies have shown the positive effects of emotional intelligence on both personal and mental ability. These leaders are highly dedicated, and have great followers. They always believe in honest dealing, and process only control emotions. According to research, it had shown emotional intelligence can be learned through training and programs. This can also promote team work, and minimize arguments between staff. According to Goleman, our emotional intelligence rises as we grow older. It does take a long time, commitment, and patience. However, by having a good leader in an organization can promote a positive work environment.

Recent studies show many companies face downfalls and failures due to lack of emotional intelligence. People that lack this ability will suffer depression, anxiety problems, emotional difficulties, and anger problems. These employees feel forced to quit their jobs due to problems in the workplace. Leader with emotional intelligence are focused and understanding. They provide additional support and resources for employees, and find solutions to problems.