

Work place emotions and attitude - dissertation example



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Work place emotions and attitude Table of Contents Table of Contents 2 Do emotions and moods matter in explaining employees' attitude and behaviour? How so? 3 What are the causes and symptoms of the problems in the case and its possible solutions? 3 Reference 4 Do emotions and moods matter in explaining employees' attitude and behaviour? How so? Emotional intelligence plays a vital role in navigating situations at workplace. It is the skill through which employees deals situation at a more tactful and effective way. Often it happens that negative emotional state rejects amazing ideas and takes situation in a negative manner. If employees and act accordingly let's say if an employee wants to place and idea to the supervisor when he is in a negative mood then there is high chance of irritating the supervisor and the idea gets rejected. With positive mood and emotions people are more open to take information and handle them effectively. Motivation also plays an important role in generating positive emotions and moods amongst the employees as they feel satisfied with their work they performed and facilitates in building a positive workplace culture (Knowledge@Wharton, 2007). What are the causes and symptoms of the problems in the case and its possible solutions? The case study shows that the attitude and behaviour in the workplace can result in a very worst situation and could generate negative emotions amongst the employees. The reasons behind these problems can be many. Communication is one of them which play a very vital role in handling situations easily. Fran could have consulted her boss before leaving for the workshop and there should also be proper communication between the different levels of the organization. Being the

chief accountant Rob should have motivated Fran for her work to avoid formation of negative emotions within her regarding the job and should also have supported her and sort the problem with Fran's boss Peter so that it can solve the negative attitude of Peter against her. Reference

Knowledge@Wharton, (2007). Managing Emotions in the Workplace: Do Positive and Negative Attitudes Drive Performance? Retrieved on June 11th 2011 from <http://knowledge.wharton.upenn.edu/article.cfm?articleid=1708>.