ROLE OF EMOTIONAL INTELLIGENCE AMONG WORKING PROFESSIONALS

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ABSTRACT: The article presents an overview of the role of emotional intelligence among professionals. It includes a discussion about professional life. It is proposed that emotional intelligence has the ability to understand and manage mood and emotions in the self and others contributes in professional life. It is determine whether emotional intelligence has an impact on different professions, how can this affect our professional life. We review the underlying variables for emotional intelligence. The primary goal is to provide a review of research describing the correlates roles of emotional intelligence among professionals. We made an attempt to study the relationship between emotional intelligence and different professionals. Emotional intelligence is the ability to perceive and express emotions to simulating thought understand and reason. It is also regulates emotions in one self and others. This term paper is through light on impact of emotional intelligence in professional life. Some researchers suggest that emotional intelligence can be learned while other claim it is an inborn characteristics. Emotional intelligence most commonly expression and regulation self-awareness and empathy. Emotional intelligence can greatly impact your work life and career, so it is important to understand exactly what it is and why it is so important. Every profession is comprised of people with different strength’s personalities and emotions, which can greatly affect the way they work. So emotional intelligence is a set of qualities and competencies that capture a broad collection of individual skills that referred to as soft skills and professional skills because emotions are intense feeling that are directed at someone or something.

Key Words: Emotional intelligence, working professionals, workplace.

1. Overview of Emotional Intelligence

Introduction
We all know someone who is incredibly bright and yet cannot seem the pull their life together. The brilliant student who flunks out of university, or the incredibly intelligent worker who can’t seem to get ahead in their company. We know from our familiarity with them that they have good superior intelligence level, but that doesn’t seem to be enough to ensure success. And at the same time, we can probably describe in some from why we feel these people have not successful. Our descriptions would include certain traits or behaviors that have nothing to go with intelligence.

Emotional Intelligence is a relatively new subject of study, through its roots goes back to the time of Darwin, who postulated that emotional expression was essential for survival. But what do we mean when we talk about emotional intelligence? The fact is that there are numerous way of defining emotional intelligence. But for now let’s say that is the ability to be aware of your emotions and the emotions of others and then to use that knowledge to help manage the expression of emotions so that they foster success instead of cause roadblocks.

Emotional Intelligence involves a combination of competencies which allows a person to be aware of, to understand and to be control of their own emotions, to recognize and understand the emotions of others, and to use this knowledge to foster their success and the success of others. People with highly developed EI are proven to be more successful in the workplace because they can understand their emotion and why they behave the way that they behave. They can use their emotions as clues to what their body and mind are trying to tell them. And they can use their EI to truly understand others and their points of view. When they wield this kind of tool, can overcome that kind of emotional obstacles that tend to stop us all. They can understand why others feel the way that they are feel. They can resolve conflicts quickly and recover from setback with aplomb. They can good in a crisis, strong at communicating and successful where others fail. We'll look how EI can important in our personal and professional life.

The importance of Emotional intelligence

As Darwin theorized, researchers have learned that emotions serve a biological purpose. They signal to us when there is something wrong or when our needs are not getting met. When we need something that we are not getting or that we’re not getting regularly. We will feel a negative emotion. This could be anger, fear, disappointment, depression, or any other negative emotion.
Emotions serve a biological purpose - They tell us when our needs are not being met. There are social, mental and even physical consequences to our ability to deal with our emotions. Since our emotions are a way our body can talk to us, we ignore them at our own peril. A high level of EI more successful in their career, but they also are healthier, happier, and enjoy better relationships with others. Those with a high level of EI to experience a healthy balance of feelings like:

- Motivation
- Friendship
- Focus
- Fulfillment
- Peace of mind
- Awareness
- Balance
- Self-control
- Freedom
- Autonomy
- Contentment
- Appreciation
- Connection
- Desire

But those with a lower level of EI tend to feel more:

- Loneliness
- Fear
- Frustration
- Guilt
- Emptiness
- Bitterness
- Depression
- Instability
- Lethargy
- Disappointment
- Obligation
- Resentment
- Anger
- Dependence
- Victimization
- Failure

Therefore, for our own general happiness and quality of life, it learns to develop our emotional intelligence. With some basic understanding, you can alter the way you experience your emotions and the way you react to them in any situation.

Why Emotional Intelligence Matter in the Workplace:
"In the last decade or so, science has discovered a tremendous amount about the role emotions play in our lives. Researchers have found that even more than IQ, your emotional awareness and abilities to handle feelings will determine your success and happiness in all walks of life..... “
- JOHN GOTTMAN

Introduction
The word is out about emotional intelligence. Companies who once focused only on where their new hires went to collage have learned that IQ alone isn't going to make them successful. The way they conduct themselves, the way they express themselves, and the what they interact with others are all as important if not more important than the person’s score on an intelligence test.
Companies have realized that IQ alone cannot predict an individual's performance of success. Think for a moment about the last time that you faced a difficult challenge at work. At first, you may have been excited and energized, but what if there were more problems than expected in getting the work done? Others might have dropped their responsibilities, or the boss stopped supporting you, or despite all your hard work, the product launch was still a disappointment. Perhaps you were up for a promotion or you expected a raise or a bounce but you didn't get it. Or maybe you feel you haven't been treated fairly in the workplace and the others are getting ahead for reasons other than their hard work. Or you just can’t seem to get along with your colleague, no matter what you do.

When an individual has not developed their EI, they tend to get stopped by setbacks. They either can’t past these kinds of situations. Or they struggle past in after a long period of time. They react negatively to other people involved, which result in increased animosity and difficulty in being productive. They may take things personally that are not meant to be. They may feel like a victim rather than feeling empowered. All in all, these types of situations prevent them from being as successful as possible in the workplace.

Someone who has highly developed EI still face these types of situations, just like everyone else. Yet the way they react is different. They are able to stop and analyze what they are feeling, and to understand how those feelings are impacting their behavior and their choices. They are able to recognize how other people are feeling and to empathize with them.

Imagine what could be possible in a workplace full of employees with highly developed EI

They can then choose the behavior and actions that will help them to not just move past a situation, but to resolve it- both within themselves and in relationship to others. And as they practice, they will get faster and faster at recovering from stumbling blocks. At their most emotionally intelligent, they can see setbacks as learning experiences and chance to improve their relationships with others. Then these roadblocks no longer stop them, but rather help them develop their potential.

Now imagine a workplace full of employees with highly developed EI. What would be possible? You could have a work environment where:

- Everyone’s ideas are respected
- Teams work at their optimum
- Gossip and other negative behaviors stop
- Everyone encourages and celebrates each other’s success.
- Stumbling blocks are quickly surmounted
- Decisions are value-based
- Integrity is valued
- Work relationships are rewarding
- Your potential is continually developed

References