EMOTIONAL INTELLIGENCE AT WORKPLACE

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ABSTRACT

“Emotional aptitude is a "meta-ability", determining how well we can use whatever other skills we have, including raw intellect.”
— Daniel Goleman, Emotional Intelligence: Why It Can Matter More Than IQ

Emotional intelligence sounds intangible but is easily relatable: entering a room with a moody supervisor is like coming in contact with an infectious contagion!

Although intelligence has been studied in various proportions and degrees over the past several decades, the social and interpersonal aspect is of the foremost concern as far as the organizational behaviour is concerned. Emotional Intelligence is a type of social intelligence which involves the ability to identify, monitor and understand one’s and other’s emotions and to use the knowledge to guide one’s thinking and emotions. Similarly emotional intelligence is easier to distinguish from general intelligence than from social intelligence. Many unique mechanisms underlie emotional intelligence such as emotionality itself, the facilitation and hindrance to information flow and the complex neural mechanisms, all of which combined influence informational channels and codes or decode emotional representations.

Emotional Intelligence marks the intersection between two fundamental components of personality: the cognitive and the emotional systems. The paper aims at Emotional Intelligence from the organizational point of view and the role it plays in organizational productivity. It has also been found that Emotional Intelligence is an important factor in Leadership and Team Building.

KEYWORDS: Emotional Intelligence, Emotional Quotient, Leadership.

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