Emotional Intelligence and Leadership  

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Abstract — Emotional intelligence has bloomed over the last few decades. It has become a standard concept in general and applied psychology, as well as in applied business. This study, carried out about the characterise of internal environment of an organization and the relationships that dominate them in order to identify and understand the situation the organization is confronted with in terms of the relationship between managers and subordinates, empathy, self-control, handling relationships and emotional intelligence. We tried to provide exploratory evidence for the effects that emotional intelligence has on leaders and followers in terms of performance, results and work satisfaction. Employers mainly operate in an international context and interact in a multicultural environment. Which influence and ease relationships between people, allow a better social cohesion, an emotional self-control. Nowadays Emotional intelligence has become popular as a measure for identifying potential effect of leaders, and as a tool for developing effective leadership skills. However, the aim of the present paper was to explore the relationship between emotional intelligence and effective leadership. Effective leaders were identified as those who displayed a transformational rather than transactional leadership. Emotional intelligence correlated with several components of transformational leadership suggesting that it may be an important component of effective leadership. Particular emotional intelligence may account for how effective leaders monitor and respond to subordinates and make them feel at work and workplace.

Keywords — Effect, Leadership, Emotional Intelligence, Performance, Satisfaction, Organizational Environment.

I. INTRODUCTION

Introduction to Emotional Intelligence the world is in a transition phase undergoing a tremendous change. These environmental changes are having a profound impact on human resources of an organization. These transitions include moving from a traditional to a new concept of emotional intelligence. The emotional side of the human being was given little consideration and at times ignored completely. Progressive organizations see changes as an opportunity for doing better. They look at change being constant and see how it could contribute to the development of an individual. It is said that a person who is emotionally intelligent is skilled at understanding emotions, identifying emotions, using emotions and regulating emotions. Emotional intelligence (EI) refers to the ability to control, perceive and evaluate emotions. Emotional Intelligence or Emotional Quotient is one of the topics among business leaders and HR professionals lately. EI has become its own as one of the most popular psychological concepts of the last decade. EI has been used by some as an umbrella term that comprises elements such as ‘soft skills’, ‘people skills’, and a general ability to cope with life’s demands. In other words ‘Emotional intelligence gives you a competitive edge’.

Definition:

According to Salovey and Mayer (1990) emotional intelligence is: “the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.”

What is Emotion Intelligence

Emotions are involved in everything people do: every action, decision and judgement. Emotionally intelligent people recognize this and use their thinking to manage their emotions rather than being managed by them. Emotional Intelligence (EI) concept has become a very important indicator of a person’s knowledge, skills and abilities in workplace, school and personal life. The result of researches suggests that EI plays a significant role in the job performance, motivation, decision making, successful management.

Four elements of emotional intelligence

- Recognizing Emotions
- Understanding Emotion
- Regulating Emotion
- Using Emotion.

Ways of Enhance Emotional Intelligence

1. Don’t interrupt or change the subject. If feelings are uncomfortable, we may want to avoid them by interrupting ourselves. At least twice a day have to ask, “How am I feeling?” It may take a few minutes for the feelings to arise. Allow yourself that small space of time to avoid uninterrupted.
2. Don’t judge your feelings quickly. Try not to commit the feeling arises, ask yourself, “Have I felt this feeling before?” Doing this may help you to realize if your current emotional state is reflective of the current situation, or of another time in your past.
3. See if you can find connections between your feelings and other times you have felt the same way. When a difficult feeling arises, ask yourself, “What do I think about that?” Often times, one of our feelings will contradict others.
5. Body language. While driving to work that is one of your job, and one kind of stress, when you pick up a girl you have just started to date may be a clue that this may be “the real thing.” Listening to the sense and the underling, feelings that they signal will allow you to process with your powers of reason.

6. If you don’t know how you’re feeling, ask somebody. People often realize that others feeling. Ask others who knows you with trust. You could be find the answer both surprising and illuminating.

7. How can you become more aware of your unconscious feelings? Try free association. While in a relaxed state, allow your thoughts to roam freely and watch where they go. Analyze your dreams. Keep a notebook and pen at the side of your bed and jot down your dreams as soon as you wake up. Pay special attention to dreams that repeat or are charged with powerful emotion.

8. Ask question yourself: How did I feel today? Start by rating your overall sense of well-being on a scale of 0 and 100 and note the scores down in a daily book. If your feelings seem extreme one day, take a few minutes to think about any ideas that seem to be connected with the feeling.

9. Write your thinking and feelings down. Research has shown that writing down your thoughts and feelings can help to found. A simple exercise like this could take only a few hours per week.

10. When know about enough. Here comes a time to stop looking inward; know when it’s time to shift your focus outward. Studies have shown that encourage people to dwell upon negative feeling. Emotional intelligence involves not only the ability to look within the circle, but also to be present in around the world.

The role of emotional intelligence to good Leadership

(a) The border conditions of theories in organizational behavior.
(b) The relative and crucial of Emotional Intelligence and personality in leadership effectiveness
(c) EI is needed for leadership effectiveness.
(d) The EI is a unique construct versus a part of normal psychology.
(e) The relationship between EI and level of analyse about organizations; and
(f) Lastly the EI is important to become a good leadership.

Advantages of Emotional Intelligence and Leadership

- to reduce stress
- to increase creativities
- to learn from mistakes
- to act with integrity
- helps you to get respect from others
- to improve career level
- manage or change more confidently
- enjoy the work heartedly feeling
- confident and positive attitude

How to avoid

EI rarely shows the following traits, few points for you to be mindful of.

(i) Emotionally intelligent people listen, offer advice and extend empathy to those who in need, but they don’t allow others’ lives and emotions to effect or rule their own.

(ii) Complaining: Complain indicates two things – first one we are victims, and second one, there are no solutions to our problems. Rarely does an emotionally intelligent persons feeling converted as a victims, and even more frequently do they feel that a solution is beyond. So instead of looking for something to blame, think and construct to solve any problem in private.

(iii) Exist on the past. Those with high emotional intelligence choose to learn from the mistakes and choices they have made and instead of dwelling on the past are mindful to live in the now.

(iv) Selfishness: While a degree of selfishness is needed to get ahead in life, too many relationships can cause disharmony. Try to avoid being over selfishness and think about others needs.

(v) Giving in to stare pressure. Just because everyone else does something, they don’t feel compelled to follow suit if they don’t want to. They think independently, and never conform just to please other people.

(vi) Remember that people are only human and have the same motivations like you. Take few minutes time to understand another person then communicate the change if you want to see.

(vii) By the way of understanding and successfully applying emotional intelligence, you can reach your full potential and achieve your goals.

II. CONCLUSION

EI is about empathy, handling good relationships, managing emotional feeling, and self awareness. These parameters are important for every employers and employees. In fact EI has the potential to influence two important competencies in the practice of managerial skills, interpersonal communication and team-leadership skills and teaching leadership principals could improve patient safety and employee satisfaction. Therefore in our management educational system, health policy makers, academic professionals should come together to plan a good curriculum environment that also emphasizes emotional intelligence. Improving emotionally intelligent medical professionals makes sense not only for patients, but the whole of our health system. With the objective of integration of EI in our management education, EI training workshops for academic staff.
III. SUGGESTIONS

Whenever able to face and speak with others, we have to avoid blaming concerned persons. If you are affected by a person and perhaps unexpectedly meet him/her again, we should not keep in our mind his used negative words. Easy is to judge the mistakes of others, but difficult is to realize your own mistakes. Even experienced person also may be main reason to making mistakes. Here handling and managing style will be differ one person to another person, not only official place but also it will be suitable all area. In a management point of view, who are all working as leader or higher official or even normal human being’s emotional intelligence should be functioning as positive manner. These are all helpful to get good leadership quality and it will be guide to achieve and become a conqueror (successful) person in this business world.

REFERENCES


