



EMOTIONAL INTELLIGENCE: A KEY TO SUCCESSFULLY MANAGING LIFE'S CHANGES FOR WORKING PROFESSIONALS.

¹Mrs. Sonam Prateek Gupta, ²Mr. Pradeep Anant Singh

Assistant Professor, Assistant Professor
Department of Accountancy, B.K. Birla College,
Kalyan (empowered autonomous status)
B. K. Birla College, Kalyan (Empowered Autonomous Status)

Abstract:

In this research paper, the important role of Emotional Intelligence (EI) in the lives of working professionals is examined, covering both personal and professional aspects. With a focus on understanding how EI impacts individuals, its positive influence on workplace dynamics and work productivity is explored. Through an examination of the given context, the study assesses how using or ignoring EI affects the overall well-being and effectiveness of working professionals. Additionally, the management of emotions amidst various challenges encountered in professional and personal lives is examined. The findings of a survey conducted with 30 respondents shed light on the perceptions and experiences of working professionals regarding Emotional Intelligence and its implications. This study aims to emphasize the significance of EI in enhancing interpersonal relationships and facilitating success in the professional work environment.

Key Words- Emotional Intelligence, EI, Work, Professionals, Changes & Workplace.

Introduction-

"Emotional Intelligence is the ability to sense, understand, value and effectively apply the power of emotions as a source of human energy, information, trust, creativity and influence."

-DANIEL GOLEMAN

Emotional Intelligence (EI) is important in professional settings as it helps leaders communicate better, handle conflicts, and manage stress effectively. Professionals with EI can adapt to changes, work well in teams, and build strong relationships with clients. They can also make better decisions by considering both logical and emotional aspects. Overall, focusing on Emotional Intelligence in the workplace leads to more positive and productive work environments.

The idea of Emotional Intelligence (EI) started with psychologists like Edward Thorndike in the 20th century, who talked about "social intelligence." But it wasn't until the 1990s that the term "Emotional Intelligence" became popular. Peter Salovey and John Mayer wrote a paper in 1990 defining EI as understanding and managing emotions to help thinking and personal growth. Then, Daniel Goleman's book "Emotional Intelligence: Why It Can Matter More Than IQ" in 1995 made EI famous. Goleman's book showed how emotional skills are essential for success in life, not just IQ. Since then, many researchers have looked into different models of EI, like Goleman's and Salovey and Mayer's.

These models break down EI into parts like self-awareness, self-regulation, social awareness, and relationship management. People have also made tests and training programs to help improve EI. Today, EI is seen as really important for leaders, teamwork, and people's well-being. It's clear that understanding and managing emotions is a big part of being successful in life and work.

Theoretical Framework of Emotional Intelligence

1. **Daniel Goleman's Model:** Goleman's model focuses on four main parts of Emotional Intelligence:

- **Self-awareness:** Knowing your own emotions and how they affect you.
- **Self-regulation:** Being able to control your emotions and impulses.

- **Social awareness:** Understanding other people's emotions and being empathetic.
 - **Relationship management:** Building good relationships and communicating well with others.
2. **Salovey and Mayer's Model:** This model also has four parts, but they're a bit different:
- **Perceiving emotions:** Recognizing emotions in yourself and others.
 - **Using emotions to facilitate thinking:** Using emotions to help you think and make decisions.
 - **Understanding emotions:** Knowing why you feel certain emotions and understanding how emotions can change.
 - **Managing emotions:** Being able to control your emotions and handle them well.

Both models highlight the importance of understanding and managing emotions in our lives and how it affects our relationships and decision-making.

The Role of Emotional Intelligence in the Workplace

Emotional Intelligence (EI) plays a big role in how well people do at work. Here is how:

1. **Better Relationships:** People with high EI can understand and relate to their colleagues better. They can communicate effectively and handle conflicts peacefully. For example, if a team member is upset about something, someone with EI can understand and support them, which helps keep the team happy and productive.
2. **Improved Leadership:** Leaders with EI can inspire and motivate their teams. They listen to their team members and make decisions that consider everyone's feelings. For instance, a manager who knows how to praise and encourage their employees can boost morale and productivity in the team.
3. **Handling Stress:** Work can be stressful, but people with EI can manage stress better. They stay calm under pressure and do not let stress affect their work. For example, if there is a tight deadline, someone with EI can organize tasks effectively and keep the team focused without getting overwhelmed.
4. **Enhanced Problem-solving:** EI helps people think clearly and make good decisions, even in tough situations. They can consider different viewpoints and find creative solutions to problems. For instance, if a project faces unexpected challenges, someone with EI can lead the team to brainstorm and find innovative ways to overcome obstacles.
5. **Customer Relations:** In jobs, where dealing with customers is important, EI is crucial. People who can understand customers' emotions and respond appropriately can build strong relationships and loyalty. For example, a customer service representative who shows empathy and understanding can turn a frustrated customer into a satisfied one.

Overall, EI helps individuals perform better at work by improving relationships, leadership, stress management, problem-solving, and customer interactions. It is a valuable skill that can make a big difference in career success and job satisfaction.

Background

- The term "Emotional Intelligence" was initially introduced in academic articles by John D. Mayer and Peter Salovey in 1990 and 1993.
- Despite its early introduction, these publications received limited attention at the time.
- It was not until two years later, in 1995, that "emotional intelligence" gained mainstream recognition.
- This occurred with the publication of Daniel Goleman's bestselling book "Emotional Intelligence: Why It Can Matter More Than IQ" and subsequent coverage in USA Weekend and Time Magazine on October 2, 1995.
- Daniel Goleman's follow-up book, "Working with Emotional Intelligence" in 1998, further captured the interest of human resource practitioners.

Need of the Study-

The study focuses on the critical role of emotional intelligence (EQ) over traditional intelligence (IQ) in individual and team success, particularly among working professionals. Despite limited research, this study aims to explore emotional intelligence in the context of working professionals, offering valuable insights for improving personal and organizational effectiveness. The findings will benefit professionals across various industries, facilitating discussions on key challenges and solutions to enhance work-life balance and emotional intelligence.

Objectives-

- To study how Emotional Intelligence impacts professional life of people.
- To study how Emotional Intelligence affects productivity / performance at workplace.
- To examine how people are utilizing / leveraging EI at workplace.

Hypothesis-

- H0- There is no relationship between Emotional Intelligence & work performance of employees.
 H1- There is a relationship between Emotional Intelligence & work performance of employees.

Limitations-

- Only working professionals are covered, unemployed people are not covered in the study.
- Time factor was a major challenge, and more respondents could have been covered given more time at hand.
- The outcome of the study cannot be generalized as the data was collected only from working professionals and not from the entire population.

Review of Literature-

Chitra Krishnan, Richa Goel, Gurinder Singh, Chitra Bajpai, Priyanka Malik and Seema Sahai(2017)- The study has been conducted on Academicians in UP (India), EI is categorised into five domains of Emotional Intelligence. Self-Awareness, Managing Emotions, Motivating Oneself, Empathy & Handling Relationships. The objectives of the study aim to provide insights into the factors influencing Emotional Intelligence among faculty members, understand how demographic factors may relate to EI, and analyse potential differences in EI across age groups and gender. Author emphasizes the crucial role of Emotional Intelligence (EI) in understanding and managing emotions, affecting interactions and self-perception across various domains like work, leadership, and relationships. It highlights the growing need to introduce EI from an early age to support social and emotional development, especially in our technology-driven society.

Deepak D Rangreji (2010) The Research Dissertation is about work life balance & their productivity of IT professionals in Bangalore City. The studies have been conducted in different context like Technological Environment, Economic Environment, Socio – cultural Environment & Institutional and Legal Environment. The author has taken in consideration both primary and secondary data, Judgmental sample technique is adopted

The data is analysed using the following statistical techniques. Canonical correlation analysis, Pearson's correlation, Stepwise regression and, ANOVA for the study purpose covering IT professionals. This study highlights the importance of both emotional intelligence and work-life balance in achieving organizational success and competitive advantage in the IT industry. HR and leadership teams should prioritize enhancing employees' emotional intelligence skills to improve service quality and integration between work and personal life. Developing and implementing better work-life balance policies is essential for creating sustainable and fulfilling organizations. It is crucial for IT leaders to value employees' talents and differences, fostering a culture of appreciation and inclusivity.

Research Methodology-

For this study, mixed methods are used. For quantitative analysis, data is collected from 30 working professionals through a structured questionnaire consisting of open ended & Likert scale question. For qualitative questions, some personal experiences of working professionals were generated by interview. This data is collected from the working professional staying in Mumbai & Thane city & Thane suburb. The secondary data is collected from some Research Paper & other published sources.

Sampling Technique-

Description	Details
Research Type	Descriptive study
Research Method	Mixed method Quantitative & Qualitative
Sampling Method	Non-Probability Convenient Sampling
Population of Study	Working Professionals
Sample size	30 respondents
Data Collection Tools	A structured questionnaire
Target Respondents	Working Professionals
Data Type	Primary & Secondary
Statistical Tools	Correlation & t test

Data Collection & Findings

Table 1 Demographic Attribute

Gender	Count	% of Total
Male	13	43.3
Female	17	56.7
Marital Status		
Married	23	76.7
Unmarried	7	23.3
Family Type		
Joint Family	15	50%
Nuclear Family	15	50%
Employment Type		
Private Company	25	83.3%
Government Sector	4	13.3%
Public Limited Company	1	3.4%
Age Group (Range)		
20-30 years	7	23.3%
31-40 years	15	50%
41-50 years	6	20%
Above 50 years	2	6.7%

- In terms of age distribution majority of respondents fall within 31 to 40 years range, constituting 50% of the total, while the 20 to 30 age group have 23.3% of population.
- 76% of respondents identified Emotional Intelligence as encompassing both understanding and managing one's own emotions, along with recognizing and empathizing with others' feelings.

- When confronted with significant unexpected changes at work, 47% of respondents reported coping by taking deep breaths and calming down, while 30% sought guidance from a Senior Colleague. Only 13% shared their experience with a colleague, while a small portion (3.3%) turned to exercise or shared with family. A minimal percentage (3.3%) admitted to ignoring the stress until it dissipates.
- In response to changes in their professional lives, 63% of respondents rated their ability to adapt to new situations and environments as good, while 30% characterized it as excellent.
- During stressful times arising from unexpected changes in their professional lives, respondents reported employing a combination of strategies, including practicing gratitude, focusing on the present moment, engaging in positive self-talk, and prioritizing action over results, collectively accounting for 60% of the responses. These techniques collectively support individuals in maintaining a positive mindset amidst challenging circumstances.
- The majority of respondents (66.7%) believe that cultural background exerts a significant influence on one's approach to managing professional change. A notable portion (16.7%) perceive it to have a moderate influence, while fewer respondents (13.3%) consider it to have minimal impact. Only a small fraction (3.3%) believe that cultural background has no influence on managing professional change. This highlights the perceived significance of cultural factors in shaping individuals' responses to changes in the professional environment.
- The majority of respondents recognize that their emotional state significantly impacts their work performance and productivity, with 40% acknowledging that it always influences them and 23.3% stating that it does so most often. Additionally, 30% indicated that their emotional state rarely affects their work, while a smaller percentage (6.7%) reported that it never does. These findings underscore the pervasive influence of emotional well-being on professional outcomes.
- When conflicts arise at work due to changes, respondents reported employing various strategies to address them. Half of the respondents (50%) prefer to engage in one-on-one conversations to foster a win-win situation. Meanwhile, 16.7% opt to allow time to naturally resolve conflicts, while an equal percentage (16.7%) seek assistance from colleagues or seniors. These approaches reflect a diversity of conflict resolution methods, highlighting the importance of open communication and collaboration in managing workplace conflicts amidst change.
- Among respondents, 40% believe that self-awareness is the most critical aspect of Emotional Intelligence for successfully managing challenges at work due to changes. Additionally, 23.3% emphasize the importance of both self-regulation and social skills, while 13.3% highlight empathy. These perspectives underscore the multifaceted nature of Emotional Intelligence and its role in navigating workplace challenges effectively amidst change.
- Respondents' self-assessment of their ability to remain calm and composed when facing uncertainty or unpredictability in their work varied. 46.7% rated their ability as high, while 10% considered it very high. A significant portion, 40%, rated their ability as moderate. These responses suggest a range of comfort levels with uncertainty and underscore the importance of resilience in navigating unpredictable work environments.
- Looking forward, 73% of respondents plan to take comprehensive steps to further develop their emotional intelligence in managing changes in the work environment. These steps include engaging in self-reflection and mindfulness practices, seeking out educational resources or workshops, and focusing on building stronger relationships with others. This proactive approach underscores the recognition of the importance of emotional intelligence in navigating workplace changes effectively.

Conclusion-

The analysis shows how people see and deal with changes at work, especially in handling emotions and coping strategies. It points out the link between understanding emotions, adapting, and how we interact with others during tough times at work. Emotional intelligence is seen as key, focusing on knowing oneself, controlling emotions, and understanding others. Cultural backgrounds also play a big role in how people handle changes. Coping methods include staying mindful, being positive, and seeking help from colleagues. Even though people feel different about dealing with uncertainty, many want to improve by reflecting, learning, and building relationships. This shows that emotions, communication, and resilience are vital for success during changes at work.

Bibliography-

<https://www.quantumtrainings.com/wp-content/uploads/2021/02/EI-in-the-Indian-Education-Context.pdf>

Chitra Krishnan*, Richa Goel, Gurinder Singh, Chitra Bajpai, Priyanka Malik and Seema Sahai(2017), Emotional Intelligence: A Study on Academic Professionals, Amity International Business School, Amity University, Noida, Uttar Pradesh, India

Deepak D Rangreji (2010)“A Study of Emotional Intelligence and Work Life Balance of Employees in the Information Technology Industry in Bangalore, India”

<http://archives.christuniversity.in/disk0/00/00/18/20/01/MPhil - Dissertation File - Deepak.D.Rangreji - 0930002>