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## INNOVATION METHODS IN HR – EMOTIONAL INTELLIGENCE

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### ABSTRACT:

Emotional intelligence is referred to as, the ability to control negative emotions such as frustration, tension, and anxiety while focusing on positive emotions such as tolerance, trust, and empathy. Employees are anxious and nervous in the workplace, so Emotional Intelligence has an effect on work-related outcomes. Coping Styles refer to how a person feels about or reacts to an emotional situation. Responses, approaches, strategies, cognitions, and actions can all be used to explain it. The aim of this research is to determine the relationship between Emotional Intelligence and Coping Styles. Individuals with high emotional intelligence (EI) have a better time dealing with stress and improving their efficiency. The main aim of this research study is to explore the EQ level of the working professionals and to understand the relations of variables such as age & gender on EQ. The topic embrace here involves descriptive field study using a structured questionnaire as the research instrument with statistical analysis to arrive at the results. The results show us that age (variable) can anticipate the EQ level and that EQ is independent of gender. It is also shown that EQ level of professionals is good but there's a lack of recognition regarding EQ skills and its importance.

**Key words:** Emotional intelligence, developing key skill.

**OBJECTIVES:**

- Reduce the stress levels.
- Improve your change management skills.
- Effectively increase contact.
- Get rid of the 'SILO' mindset.
- Boost Your Own Productivity
- Teamwork can be improved.
- Constructively resolve disputes.
- Cooperation between teams should be improved.

**INTRODUCTION:**

Emotional intelligence is characterised as the capacity to track one's own and others' emotions, to recognise and mark various emotions, and to use emotional knowledge to direct one's thought and behaviour. It was Peter Mayer and Salovey who introduced this idea in 1990 but it had been Daniel Goleman who's referred to as the guru of Emotional intelligence because he's the one who made this idea very fashionable and made people conscious of the importance of this idea. Daniel Goleman's five components of Emotional Intelligence namely, Self-Awareness, Self-Regulation, Internal Motivation, Empathy and Social Skills afterward got clubbed into four components discussed below.

**i. Self-Awareness:**

In a word, it means to KNOW YOURSELF. It is the capability of having a clear view of one's emotions, strengths, weaknesses, drives and capabilities. When we are self-aware, we all know what are our strengths and weaknesses, what emotions we are passing through and the way we feel about it. So we don't compare ourselves with others intrinsically we value ourselves which develops our self-confidence and self-esteem

**ii. Self-Management:**

In a word, it means MANAGE Yourself AND OTHERS. It is the capability to use the knowledge of Self-Awareness in order to manage your emotions in a way that yields positive results. It involves assuming that not only the best will happen to you, but that whatever happens will be for the best, and that as a result, you will be an extremely self-esteemed and self-confident person, as one excellent saying goes, "Confidence never comes once we have all the answers. It actually comes when we are prepared for all the questions." So you should prepare a mental picture considering all the chances of an event that may happen so that we hope for the best but also be mentally prepared for the best. It also comprises visualization of success and managing stress level.

### iii. Social Awareness:

In a word, it means that you Observe People. It is the power to read the facial expressions, body movements and other non-verbal signals of others so as to know their emotions. It also includes the capability to putting yourself in others' shoes and the propensity to observe the body language of characters in TV serials or movies as well as identifying oneself with those characters because if you'll know others then only you'll be ready to manage your relationships which is that the last and therefore the most key component of Emotional Intelligence.

### iv. Relationship Management:

In a word, it says Control YOURSELF. It is the capability to use the knowledge of all the previous skills namely Self-Awareness, Self-Management and Social Awareness in order to manage your emotions towards others. It is the most key component of Emotional Intelligence as such it includes expertise like managing conflicts, influencing others, team building etc.

## EFFORTS OF EMOTIONAL INTELLIGENCE:

- **Performance at work:** Emotional intelligence mainly helps you to guide the social issues of the workplace, lead and motivate others, and shine in your career. In fact, when it comes to determine job candidates, many companies now outlook emotional intelligence as important as technical skills and require EQ testing before hiring employees.
- **Physical health:** If you're not able to manage your stress levels, it may lead to serious health problems. Uncontrollable stress can raise blood pressure, crush the immune system, increase the risk level of heart attack and stroke, may lead to infertility, and speed up the aging process. Learning to reduce tension is the first step toward developing emotional intelligence.
- **Mental health:** Uncontrollable stress may also impact your mental health, making you at risk to anxiety and depression. If you are not able to understand and manage your emotions, you'll be open to mood swings, while an inability to form strong relationships can leave you feeling lonely and isolated.
- **Relationships:** By understanding your emotions and how to control them, you can be able to express how you feel and understand how others are feeling. This helps you to connect more efficiently at work and in your personal life, as well as develop deeper relationships.

**Developing key skill:**

Emotional intelligence is put up by reducing stress, remaining focused, and staying connected to yourself and others. We can do this by learning key skills. The first two skills are vital for controlling and managing overwhelming stress and the last three skills greatly improve communication. Each ability builds on the knowledge gained from practicing the previous ones, and include the following:

- The capability to quickly reduce stress in the moment in a variety of setting
- The capability to recognize your emotions and keep them from overwhelming you
- The capability to connect emotionally with others by using nonverbal communication
- The capability to use humour and play to stay connected in challenging situations
- The capability to resolve conflicts positively and with confidence

**Stress busting:**

The ability to easily calm yourself down when you're feeling stressed is the first primary skill in emotional intelligence. The ability to handle tension in the moment is crucial to staying supple. No matter what obstacles you face, this emotional intelligence ability will help you remain calm, centered, and in charge.

**Connect to our emotions:**

The second key skill of emotional intelligence is having an instant awareness of your emotions and how they influence our thoughts and actions. Emotional awareness is the key to understanding our self and others. Many people are emotionally disconnected, particularly from strong core emotions like rage, sadness, fear, and joy. We can misrepresent, refute, or numb our emotions, but we can't make them go away. If we're conscious of them or not, they're still there. Unfortunately, we can't completely grasp our own motivations and needs without emotional insight, and we can't interact effectively with others without it.

**Non-verbal communication:**

Being an effective communicator necessitates more than just verbal abilities. What we say is always overshadowed by how we say it or the other nonverbal messages we send out. We must be conscious of and in control of our nonverbal signals in order to maintain others' attention and create communication and confidence. We must also be able to correctly interpret and respond to other people's nonverbal cues. We must also be able to

recognize and react to the nonverbal signals that others give us. Emotional intelligence's third capability is nonverbal communication. This wordless form of communication is emotionally driven. It asks the questions: —Are you listening? And —Do you understand and care? The way we listen, look, move, and react are how we respond to these questions. Our nonverbal signals can either elicit feelings of curiosity, confidence, excitement, and a desire to connect—or they can elicit feelings of fear, uncertainty, mistrust, and disinterest.

### **Use humour and play to deal with challenges:**

Natural antidotes to life's challenges include humour, laughter, and play. They make our loads lighter and assist us in keeping things in perspective. A good hearty laugh relieves tension, improves morale, and restores equilibrium to our nervous system.

### **Resolve conflict positively:**

Conflict and disagreements are inevitable in relationships. At any given moment, two people cannot possibly have the same desires, beliefs, or aspirations. That doesn't have to be a bad thing, too! People's faith can be strengthened by resolving conflict in a positive, constructive manner. Conflict fosters independence, innovation, and protection in relationships when it is not viewed as harmful or punishing. The fifth primary skill of emotional intelligence is the ability to handle disputes in a constructive, trust-building manner. The previous four emotional intelligence skills assist in successfully overcoming disagreements. You'll be better able to handle emotionally charged situations and capture and defuse several problems before they escalate when you know how to manage tension, remain emotionally present and conscious, interact nonverbally, and use humour and play.

## **WHY DOES HR NEED A HIGH DEGREE OF EQ?**

Companies are effectively using the lens of EI when making key recruiting, results, and talent management decisions following Covid-19. This is possible if HR has a high EQ and can make educated choices across the employee life cycle. They, combined with leadership support, can create a happy, committed, and efficient workforce, even in remote settings. Though IQ and personality don't change much as people get older, EQ can be developed and nurtured through education and practice. Employees need EI to deal with a variety of emotions such as losses, difficult clients or bosses, stress, disagreements, indignation, complaints, challenges, and so on. Self Awareness, Self Regulation, Internal Motivation, Empathy, and Social Skills are five components of

Emotional Intelligence, according to Daniel Goleman, an author and psychologist. HR may use these components in different permutations and combinations to improve the employee and applicant experience.

## TEN WAYS TO WORK SMARTER USING EMOTIONAL INTELLIGENCE:

- Sharpen your mind by using your body
- Invite emotions, not just thoughts
- Create emotional boundaries, not just thoughts
- Never make a decision only on the basis of evidence.
- Be flexible.
- Be generous.
- Begin every negative response with a constructive one.
- Speak out when you believe this is important.
- Listen with empathy.
- Don't be afraid to show your flaws.

## SWOT ANALYSIS OF EMOTIONAL INTELLIGENCE:

### i. Strengths:

- Qualifications in the field.
- Expertise is essential.
- Campaigns were successfully completed.
- Your contact list grew.
- Competitive advantage over the competition.
- Other people's impressions of your abilities.

### ii. Weaknesses:

- Slug.
- Irrational.
- Slow and steady.
- Unwilling.
- Communication is an issue.
- Anything that is the polar opposite to your strengths.

- Other people's impressions of your flaws.

### iii. Opportunities:

- Capacity to benefit from growth in other areas.
- Understanding how to improve the workplace's technology.
- Your personal upgrade skills are transferable to other positions within your company.
- Possibility to advance your career.
- For a better opportunity, you can improve your skills.

### iv. Threats:

- Threats to your career posed by others' successful roles.
- Technology advancement poses a threat to your career.
- Your interpersonal abilities haven't progressed.
- Goal-achievement roadblocks.

## CONCLUSION:

Emotional intelligence aids in the development of stronger relationships and the achievement of objectives. Emotional intelligence is key, and learning five core skills strengthens EQ. Strong emotional intelligences are capable of understanding one's own emotional state as well as the emotional states of others and communicating with them in a way that draws them in. As a result, understanding feelings aids in a deeper understanding of the other.

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