

## BUILD EMOTIONAL INTELLIGENCE TO IMPROVE THE WORKSPACE

*by:*

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Emotional intelligence is the capacity to recognize one's own emotions as well as those of others, to recognize various reactions, and to categorize them accurately and effectively. Additionally, it uses emotional data to direct its creative thinking and actions. To completely grasp one's own and other people's emotions, one uses their combined ability to behave with purpose, to think rationally, and to interact with their environment.

According to Travis Bradberry (2009) emotional intelligence is the state of being aware of one's and others' emotions and be able to manage them constructively. For Mackay(2010), it is an ability of being able to understand one's own feelings and others as well and identify the useful information that may serve as guide to one's way of thinking and actions.

These are some of the different definitions for emotional intelligence. May be described differently but it leads to only one idea – managing emotions professionally. To do this, these are some of the components that may enhance one's emotional intelligence at work.

### SELF-MANAGEMENT

Self-management is the capacity to control your emotions, particularly under pressure, and to keep a good attitude in the dealing with obstacles. Employees who lack self-control are more likely to react and struggle to control their emotions and may cause a problem.

Reactions frequently occur automatically. But the simpler it is for you to switch from reaction to response, the more emotionally intelligent you are. To respond to stress and

hardship more effectively and deliberately, it's critical to remember to take a moment to halt, breathe, gather your thoughts, and do whatever it takes to control your emotions. This may involve going for a walk or talking to a friend.

## SOCIAL SKILLS

You may socialize with your coworkers and superiors outside of work to strengthen your personal and professional bonds with them. Work-related difficulties can lead to miscommunications between coworkers and superiors, but interacting with them socially can help you understand them better and assist you know what to say or do to defuse a tense situation. Additionally, socializing can improve teamwork and cooperation at work.

You can better sense and comprehend someone's feelings if you can tell when they're uncomfortable by their body language and facial expressions. Instead of verbally expressing their emotions, people frequently show them through social cues. Knowing these warning signals and responding appropriately will help you become a more dependable, respected employee.

## EFFECTIVE COMMUNICATION

Hearing feedbacks from people around you whom you can trust may be very helpful in assessing your emotional status. Allow them to be free in giving comments though it may sound offensive and revealing. You can think about asking a relative or friend to rate your interpersonal communication skills. This may serve as guidance to comprehend how people could view you and what you can do to alter that perception for the better.

How long do you think you would stick it out in a job if you didn't feel appreciated by your coworkers? Regardless of the profession, when we engage with individuals who show us that we are respected and cared for, we feel good about ourselves and are motivated to work more diligently, creatively, and for a longer period. And when we help

people feel loved and appreciated, we receive the type of assistance we require to perform our tasks effectively. Showing gratitude will go a long way, whether you're working with an employer, an employee, or a coworker.

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