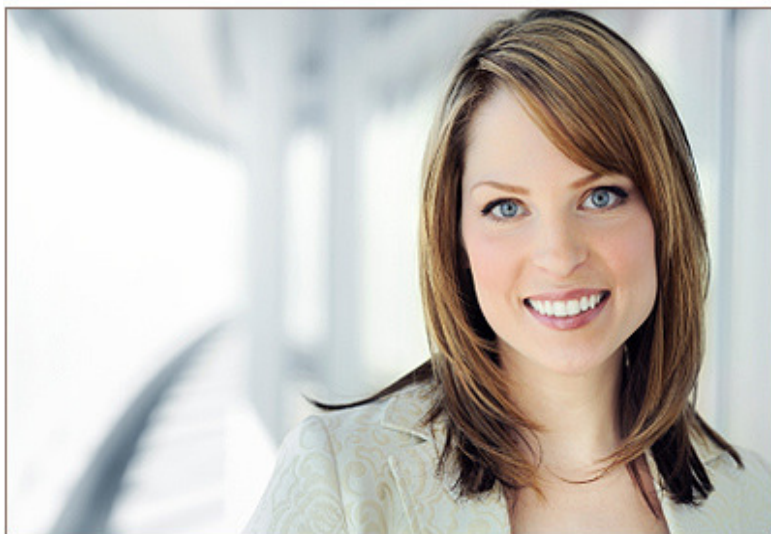


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Human Resources & Health and Safety



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Do you employ staff?

How to Be Emotionally Intelligent

When Dealing With Employee Issues

What is Emotional Intelligence?

Emotional Intelligence has been defined as *“The ability to perceive, control and evaluate emotions.”* and there are two schools of thought surrounding the subject, one being that Emotional Intelligence is an innate ability we are born with or without, and the other being that Emotional Intelligence is a skill that can be strengthened and taught like any other.

Emotionally Intelligence comprises of the following:

- Awareness of your own emotions and being able to read the emotions of others
- Reasoning with your emotions, do they motivate or demotivate you?
- Understanding your own emotions and the emotions of others.
- Managing your own emotions and behaving appropriately to yourself and others.

To many people, the ability to be aware of how you yourself are feeling is easy, but being able to read emotions in others can be tricky. This is usually easier once you have developed a relationship with someone, although there is universal body language e.g. a furrowed brow to express anger or avoiding eye contact when upset. Reasoning with emotion is the next stage, having the ability to recognise that anger may make us react irrationally, or that being upset may make us sensitive, helps us to see a situation more logically.

Being able to understand why you feel how you feel is an important skill, but in the world of work it is more helpful to be able to understand the emotions of others. Is your boss angry because of your quality of work, or is he angry

because he just received a parking ticket? The ability to understand the emotions in others helps people to work together in a secure environment. Finally, managing your own emotions is a very important too. The ability to regulate your emotions enables you to respond to yourself and others appropriately, when a person is angry and they fly into a rage they are exhibiting an inability to manage their anger, but when a person can calmly discuss their reasons for being angry they are displaying emotional intelligence.

Why is Emotional Intelligence Important?

Daniel Goleman is a published and highly recognised theorist on the subject of Emotional Intelligence, and he has gone so far as to state that a person's IQ is only 20% of their overall intelligence and that Emotional Intelligence makes up the remaining 80%.

Having an emotionally intelligent workforce and management team is important because it will help to create a work environment that fosters employee well-being. When employees have an emotionally intelligent manager they are more likely to feel secure, supported, and to understand the ways in which they need to improve. Employees who feel this way are likely to praise their employer and this will support the corporate reputation of the company. A company with a strong employer brand and corporate reputation is able to attract higher quality employees and to improve itself as a whole.

When Can Emotional Intelligence Be Used?

As well as being used in day-to-day management, Emotional Intelligence has many helpful applications. It can be used during training and development, a situation where the trainer may feel frustrated and the trainee may feel vulnerable. It can also be used in performance management, where the correct delivery of feedback is essential to how effectively it will be received. It is important to be Emotionally Intelligent when recruiting because this will help the interviewer remove any prejudices and/or biases from their line of thought and make appropriate objective decisions.

It is the ability to remove prejudices and/or biases from the thought process, and the ability to make objective decisions, that makes Emotional Intelligence useful with conflict resolution and the management of disciplinary or grievance proceedings. In situations such as these, it is important for members of management to remain neutral and professional at all times, regardless of how they personally feel, something which cannot be done without Emotional Intelligence.

How Can We Help?

We provide out-sourced HR support to our clients and by being slightly detached we are able to provide objective, emotionally intelligent advice and guidance thereby helping them to come to emotionally intelligent rather than 'emotionally charged' conclusions. If you have any queries relating to any of the subjects raised within this newsletter then please do not hesitate to contact us at hradvice@hasslefreehr.co.uk