

Chapter 6

Emotional Intelligence in Business: Enhancing Leadership, Collaboration, and Performance

Tiago Manuel Horta Reis da Silva

 <https://orcid.org/0000-0001-5220-1718>

King's College London, UK

Rick Hammett

A&M University, USA

Gary Low

A&M University, USA

ABSTRACT

This chapter explores the critical role of Emotional Intelligence (EI) in modern business environments, emphasizing its impact on leadership, collaboration, and overall organisational performance. By integrating theoretical frameworks and empirical evidence, the chapter elucidates how EI contributes to effective leadership, fosters team collaboration, and enhances performance metrics. The discussion extends to practical applications, providing strategies for developing EI within corporate settings and its implications for business outcomes. The chapter concludes with insights into future research directions and the evolving significance of EI in increasingly complex business landscapes.

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INTRODUCTION

The introduction will set the stage by defining Emotional Intelligence (EI) and its relevance in contemporary business environments. It will outline the chapter's objectives, including a discussion on how EI enhances leadership, collaboration, and performance within organisations.

Overview Of Emotional Intelligence (EI) In Business Contexts

Emotional Intelligence (EI) has gained recognition as a fundamental concept in the realm of business, extending beyond its psychological origins to become a cornerstone of effective organisational behaviour (Shafiq & Rana, 2016). EI involves the ability to perceive, understand, manage, and influence one's own emotions and those of others, playing a pivotal role in facilitating nuanced interpersonal interactions, fostering strong leadership qualities, and cultivating cohesive team dynamics within organisations (Shafiq & Rana, 2016; da Silva, 2022; Reis da Silva, 2024b). In today's dynamic business landscape, characterised by interconnectedness and rapid changes, the multifaceted nature of EI equips individuals with the skills to navigate complex social environments, enhance communication, and effectively manage conflicts, thereby contributing to organisational success (Shafiq & Rana, 2016).

The integration of EI into business practices has gained momentum due to its significant impact on various dimensions of organisational effectiveness (Afni & Amar, 2019). Unlike traditional intelligence metrics that focus primarily on cognitive abilities, EI offers a more holistic approach by addressing emotional and relational competencies, recognising that success in business operations hinges not only on intellectual prowess but also on emotional and social skills (Afni & Amar, 2019; da Silva, 2022; Reis da Silva, 2024a; Reis da Silva, 2024b; Reis da Silva, 2024c; Reis da Silva, 2024d; da Silva, 2024). Organisations that prioritise the development of EI among their workforce are better positioned to create a positive work environment, enhance employee well-being, and achieve sustainable performance outcomes (Afni & Amar, 2019).

In modern organisational settings, EI is increasingly seen as a critical factor influencing success across various aspects of business operations (Muafi & Marseno, 2021). As businesses navigate challenges such as globalisation, technological advancements, and evolving market conditions, the ability to adapt and thrive in the face of uncertainty is paramount (Muafi & Marseno, 2021). EI plays a crucial role in enhancing resilience, fostering innovation, and promoting a culture of continuous improvement, enabling leaders to effectively manage emotional complexities during change processes and inspire trust among team members (Muafi & Marseno, 2021). Moreover, the significance of EI extends to recruitment, retention, and employee

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