

Chapter 7

Role of Emotional Intelligence in Crisis Leadership

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ABSTRACT

This chapter critically discusses the role of EI in crisis leadership, which is the conclusion of how EI enables leaders to effectively navigate the intricacies of the challenges. As the prevalence of crises continues its upward trend for organizations, leaders who have developed high EI are more stress-managed, able to communicate better with key stakeholders, and encourage resilience among members. The book investigates the influence of EI on managerial practices, ethical decision-making processes, and social dynamics—one that does not flourish without these leadership attributes such as empathy, self-awareness, and regulating emotions. Further to the development of EI competencies, leaders will be better positioned to build an environment that collaborates and earns the trust of partners—the bedrock from which one can learn to overcome adversity. Conclusion The chapter points out that EI is worthy of a place in organizations' thinking within their people development through achieving effectiveness for fostering a more inclusive, resilient workplace.

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INTRODUCTION

Emotional Intelligence is a term coined by psychologist Daniel Goleman to indicate the ability of monitoring, understanding, controlling, and expressing emotion in oneself and others. According to the experts, emotional intelligence is cited as one of the crucial skills that distinguish effective leaders from others. While technical competencies and strategic decision-making are important, it's emotional intelligence that empowers leaders to connect with their teams, navigate complex interpersonal dynamics, and steer organizations through difficult times. Each of the five key components of EI - self-awareness, self-regulation, motivation, empathy, and social skills - is equally important in leadership.

The first and most basic component of emotional intelligence is self-awareness. It is simply the ability to realize what kind of emotions one is subjected to and how they impact the behavior, and the choices made by the person. Leadership, thus, becomes important as the individual can keep in mind their emotional responses that are often quite high during pressure situations (Aguilar Yuste, 2021). Such self-aware leaders are therefore shielded from impulsive decisions. Calm persons during stressful times can calm the nerves of their teams. Self-aware leaders are more cautious on the realization of their strength and weakness and thus can use their strengths and be helped at any spot where weakness is projected.

Another side of EI is self-regulation, that pertains to the capacity of individuals to regulate and control their impulses. Its importance is paramount; especially during crises, it speaks well for leaders. Such leaders can control their emotions and thus, remain composed in adversity; thus, they can think clearly and make adequate decisions (Abdel-Fattah, 2020). By regulating an emotional response, leaders are less likely to impulsively react to adverse scenarios or challenges that may cause unnecessary conflict or escalation. Leaders who are emotionally intelligent, because they themselves pose the tone of calmness and control, manage their teams to continue on the course and be solution-focused even when there is adversity or uncertainty.

Emotional intelligence motivation: In this context, it means getting a leader to inspire and sustain a sense of purpose in him-herself and in others. Emotionally intelligent leaders have an inner motivation to achieve a goal that propels them from within, driving them beyond the need for other rewards. Such individuals are self-driven and focused on their goals and the purpose of the organization. This will sustain focus in the face of a crisis or in the appearance of problematic situations. Such leaders are adept at motivating teams, maintaining employees' engagement, and they establish a positive culture in the organization, because such skills propel collective efforts to solve problems.

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