

# Chapter 10

## Artificial Intelligence– Based Emotional Intelligence and Effective Leadership: Applications, Implications, and Ethical Bias

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### **ABSTRACT**

*The paradigm shift in leadership is the main reason behind this increased focus on emotional intelligence (EI). They are self-aware and care about fostering relationships rather than just giving directions. Today's leaders are more accountable and attuned to their peers and subordinates, and they understand emotions. This understanding and empathetic approach is a direct result of emotional intelligence. Emotional intelligence is the capacity to identify, analyze, and control emotions in oneself and others. In the context of these chapter; artificial intelligence, means that robots can reliably recognize human emotions, analyze their subtleties, and respond appropriately. This requires a multidimensional strategy that includes several facets of AI research, such as natural language processing (NLP), sentiment analysis (SA), emotional computing, and sympathetic response creation and Ethical Bias. In short, emotional intelligence creates leaders who are accountable, self-aware, value and foster trusting relationships, and understand and regulate emotions in the most positive ways.*

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# 1. INTRODUCTION TO EMOTIONAL INTELLIGENCE THROUGH AI

By definition, emotional intelligence is our ability to understand and regulate our own emotions as well as recognize and influence others around us. In 1990, researchers John Mayer and Peter Salovey first coined the term. Later on, it became popular with psychologist Daniel Goleman. As business management and accounting students prepare to take on the world of entry-level employment, leadership skills stand as a vital pillar of success. Beyond conventional leadership traits, there lies a transformative quality known as Emotional Intelligence (EI). EI encompasses the ability to understand and manage emotions, and it holds the key to unlocking exceptional leadership potential. In this chapter, we delve into the significant role of Emotional Intelligence in fostering effective leadership for career college graduates. From defining EI to highlighting its relevance in professional settings, join us on this journey to discover how Emotional Intelligence can shape your path to success in the dynamic world of entry-level employment. Let's explore the power of Emotional Intelligence and its impact on becoming an extraordinary leader in your chosen field (*Karimi Aliabadi, 2021*).

## 1.1 Emotional Intelligence in Artificial Intelligence: Humanizing Technology

In the world of technology, there is a dominant narrative about artificial intelligence (AI) and its rapid progress. While the spotlight is generally on AI's cognitive capabilities its capacity to process data, detect patterns, and do complicated tasks—there is a quiet but equally important discourse going on about emotional intelligence in AI. This aspect of AI research is more than simply making robots smarter; it is also about equipping them with the ability to recognize and respond to human emotions. In essence, the goal is to humanize technology. While, previously, a leader was someone who could only drive a team of followers, today's leaders are different.

## 1.2 Applications and Implications

The incorporation of emotional intelligence into AI offers up a plethora of applications in a variety of industries, including healthcare, education, customer service, and entertainment.

- **Healthcare:** Emotionally intelligent AI systems can help with patient care by assessing emotional states, giving sympathetic support, and even identify-

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