

Chapter 10

Emotional Intelligence: The Key For Employee Well-Being

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ABSTRACT

Employees must manage emotions. Career prediction uses EI instead of IQ. Tracking job happiness, engagement, stress management, and peer interaction. Emotional intelligence benefits organisations and workers. EQ measures and controls emotions. Intelligence improves mental and social abilities. Self-esteem, life satisfaction, resilience, work satisfaction, and engagement are physical health. Business and emotional management increase with EQ. Communication, understanding, and compatibility boost workplace well-being. Mindfulness, leadership, conflict resolution, repetition, and awareness improve workplace emotional intelligence. Management, recruiting, and support increase EQ. These are results from successful and failing organisational EI implementations. Culture, training, and EI program well-being reporting are hindered by change resistance. AI-customised emotional intelligence training, leadership, and work-life balance boost EI. Promote mobility. EI. Famous firms face EI. Employee well-being, productivity, and corporate performance are most affected by EI.

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EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) is the ability to recognize one's own and others' emotions and to manage them. Salovey and Mayer introduced the concept of emotional intelligence (EI) in their 1990 theory of emotional intelligence, where they identified four emotional dimensions: emotion perception, emotion facilitation, emotion comprehension & management. These dimensions function as strategies for engaging with people in complex social environments, effective decision-making processes, and stress management respectively.

1. Components of Emotional Intelligence

Let's take a look at the most recent research concerning this issue: nowadays it is acknowledged that emotional intelligence consists of five major elements which are listed below and these elements help to perceive and control the emotional processes clearly.

- **Self-awareness:** The awareness and perception of one's emotions and their causes, which is necessary for the development and stability of a person.
- **Self-regulation:** Controlling emotional reaction and behaviour according to the demands of the environment, which is very important for social and occupational functioning, balance.
- **Motivation:** The effective use of feelings and emotions to achieve some objectives and to be positive, especially when the situation is difficult.
- **Empathy:** The ability to share in the feelings of another. It is the glue for people and teamwork.
- **Social Skills:** The use of emotions to manage relationships, resolve disputes and create networks in business (Ramachandran et al., 2022), and non-business environments.

2. Evolution of Emotional Intelligence

Long before EI was defined, there were studies carried out by researchers like Thorndike and Wechsler on social intelligence and non-cognitive traits that promote success. These ideas set the stage for Salovey and Mayer's most telling definition of emotional intelligence as the understanding and management of emotions.

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