
Emotional intelligence (eq) in business: from effectiveness to empowerment

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Abstract

The importance of Emotional Intelligence has gained momentum in the workplace. When making organizational decisions, recent research underscores the importance of cultivating emotions in business, in concert with cognitive abilities and expertise, in the decision making process (Lewkowicz, 2007 ; Mayer and Salovey, 1997; Goleman, 1998; Bradberry, T. & Greaves J., 2010; Emmerling & Cherniss, 1998). One definition of Emotional intelligence is that it covers significant aspects of our personalities including self-confidence, expressing our emotions constructively, forming successful relationships, and our ability to handle stress (Stein et al., 2013)

Thus, EQ or EI (as referred to in literature), can be used to understand the reasons behind professional and social success. The idea of the belief of self-efficacy is also central to emotional intelligence because people who have a good capacity for emotional self-efficacy are usually able to utilize these skills to deal with negative emotional experiences (Pool and Qualter, 2012).

This paper explores the possibilities that Emotional Intelligence can offer not only to become an effective leader but also an empowered follower. The study sheds light on the four components of emotional intelligence and how they can contribute to resist negative emotions such as stress, anxiety and threat and to thrive.
