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Need of emotional intelligence for employees performance in organized textile stores in Erode

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ABSTRACT

Emotional intelligence, sometimes referred to as EQ, refers to a person's ability to recognize, understand, manage, and reason with emotions. It is a critical ability when it comes to interpersonal communication-a hot topic not only in psychology but in the business world. The term itself was coined by psychologists in the 1990s, but its use quickly spread into other areas including business, education, and popular culture. Emotional intelligence is the capacity to understand and manage one's emotions particularly employees. The skills involved in emotional intelligence are self-awareness, self-regulation, motivation, empathy, and social skills. So, it is necessary to textile employees and in particularly organized textile in Erode district of TamilNadu.

Keywords: Emotional Intelligence, Organizational Commitment, Organized Textile Stores, Human Resource.

INTRODUCTION

Knowing weaknesses, strengths, drivers, values, and impact on other people forces for good intuition, essentially for improving one's emotional intelligence. In practice, this would look like self-confidence and a thirst for constructive criticism. If an employee is a manager, he might know that tight deadlines bring out the worst in him. A self-aware and emotionally intelligent manager would plan their time properly and get the work done well in advance of any deadlines [2-5].

Self-management is the ability to control and redirect disruptive impulses and moods. Think of trustworthiness, integrity, and comfort with change. It is not letting manager's emotions crippling him and instead marshaling his positive emotions and aligning his emotions with his passions. For example, if a team botches a presentation, the leader ought to resist the urge to scream. Instead, they could consider possible

reasons for failure, explain the consequences to their team members and explore solutions together. Motivation is enjoying achievement for its own sake. A passion for the work do, optimism and energy to improve are the key hallmarks of an emotionally intelligent and motivated person [1].

Empathy understands other people's emotional makeup. It's considering others' feelings, especially when making decisions. Some trademarks of empathy include expertise in hiring and retaining top talent, an ability to develop other people and sensitivity to cross-cultural differences. Imagine a consultant and their team trying to pitch something to a potential foreign client, in this case, it's a Japanese client. After the pitch, the client is silent and the team interprets this as disapproval. The consultant, however, senses interest owing to the body language and continues with the meeting and the team gets the job. That is what empathy is. Finally, social skill is building a relationship with others to move them in desired directions. Think influence here [6].

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BECOME MORE EMOTIONAL INTELLIGENT

It's clear that we're all emotionally intelligent but we need to take more time to self-assess and work on our emotions. As with anything, it takes practice but even small steps can make a big difference. Much as would regularly exercise biceps or any other muscle for that matter, need to practice working on competencies so that they improve [7].

Admittedly, when we look at leaders in some of the most successful companies, it's clear that all of these leaders have and demonstrate high levels of all the key components of emotional intelligence. It's important to keep in mind that these are a range of abilities. On the whole, women tend to have higher emotional empathy on average : sensing how someone is in the moment, managing relations between people and groups. Goleman's view on the connection between emotional intelligence and leadership is that there are differences between men and women in this domain but as people grow, they pick up skills in the area they need [8].

EMOTIONAL INTELLIGENCE DIFFERENCE IN THE WORKPLACE

Every day we make emotionally charged decisions. We feel plan A is better than plan B and we sometimes make choices based on our emotions or gut feelings. When we understand the origin and source of these emotions, especially when working in a team, we are more attuned to each other. With globalization, emotional intelligence is more significant than ever when teams are cross-cultural and global, increasing the complexity of interactions of emotions and how they are expressed. Essentially, emotional intelligence in the workplaces comes down to understanding, expressing and managing, good relationships and solving problems under pressure [9].

BECOME MORE SELF-AWARE

One of the first steps toward utilizing emotional intelligence skills in the workplace is to

practice recognizing employees own emotions. Self-awareness involves being aware of different aspects of their self, including their emotions and feelings. It is one of the foundational components of emotional intelligence. In order to recognize their emotions and understand what is causing these feelings, they need to first be self-aware [10].

Ways to improve Self-Awareness

- **Pay attention to how employees are feeling at any given moment throughout the day.** How do these emotions influence how the employees respond? Do the things the employees are feeling have an impact on the decisions make or how they interact with others? As spend more time reflecting on these questions, they may find that they become much more aware of their own emotions and the role that they play in their daily life.
- **Take stock of their emotional strengths and weaknesses.** How well do the employee communicate with others? Do the employees find their self experiencing impatience, anger, or annoyance often? What are some ways they can deal with these feelings effectively? Recognizing their weaknesses allows them to look for ways to deal with such shortcomings.
- **Keep in mind that emotions tend to be fleeting and can change quickly.** A co-worker might irritate them or their boss might give them a frustrating task to complete. Before they react, remember that these things are temporary, so making rash decisions based on intense emotions can be detrimental to their long-term goals and success [11].

PRACTICE SELF-REGULATION

Daniel Goleman identified self-regulation as a critical part of the emotional intelligence. Being aware of their emotions is an important first step, but they also need to be able to manage the things they are feeling. People who possess good self-regulation are able to adapt well to changing situations. They don't bottle things up, but they do wait for appropriate ways to express their emotions rather than just reacting impulsively in the

moment. They also think about how their emotional expressions affect others [12].

Ways to start improving their self-regulation skills in the workplace

- Find techniques to help them deal with workplace stress. Having hobbies outside of work is a great place to start. Physical exercise is also a healthy way to release stress.
- Keep them cool when things get stressful at work. Accept the fact that they cannot control everything, but look for helpful ways that they can respond that don't add fuel to the fire.
- Take time to think before making decisions. Emotions can overwhelm them in the heat of the moment, but they can make a calmer, more rational choice if an employee give them self a bit of time to consider all of the possibilities.

IMPROVE SOCIAL SKILLS

Research on emotion psychology also suggests that people with high EQs also have strong social skills. Because they are adept at recognizing other people's emotions, they are able to respond appropriately to the situation. Social skills are also highly valued in the workplace because they lead to better communication and overall company culture.

Employees and leaders with great social skills are able to build rapport with colleagues and communicate their ideas effectively. People with good social skills are not only great team players; they are able to take on leadership roles when needed.

Ways to strengthen their own social skills in the workplace

- **Listen to what others have to say.** This doesn't mean just passively listening to other people talk. Active listening involves showing attention, asking questions and providing feedback. Whether they are in a management role or a team member, active listening can show that they are passionate about work projects and willing to work with others to help the group reach its goals.

- **Pay attention to nonverbal communication.** The signals that people send through their body language can convey a lot about what they really think.
- **Hone their persuasion skills.** Being able to carry influence in the workplace and convince team members and supervisors to listen to their ideas can go a long way in advancing their career.
- **Avoid office drama, but make sure that they are capable of managing conflict.** Do their best to stay out of the petty office politics that sometimes take over the workplace, but be aware that conflicts are not always avoidable. Focus on listening to what others have to say and look for ways to solve problems and minimize tensions.

BECOME MORE EMPATHETIC

Emotionally intelligent people are good at stepping into another person's shoes and understanding how they feel. Empathy is more than just recognizing how others are feeling; it also involves how they respond to these emotions.

In the workplace, empathy allows them to understand different dynamics between colleagues and supervisors. It also allows them to recognize who holds power and how it influences the behaviors, feelings, and interactions that flow from such relationships.

Some ways to work on empathy in the workplace:

- **Try seeing things from the other person's point of view.** It can be challenging at times, especially if they feel like the other person is wrong. But rather than let disagreements build up into major conflicts, spend time looking at the situation from another's perspective. It can be a great first step toward finding a middle ground between two opposing points of view.
- **Pay attention to how they respond to others.** Do they let them have a chance to share their ideas? Do they acknowledge their input, even if they disagree? Letting others know that their efforts have merit often helps

everyone feel more willing to compromise.

WORK ON MOTIVATION

Another key component of emotional intelligence is something known as intrinsic motivation. People who have a strong EQ tend to be more motivated to achieve goals for their own sake. Rather than seeking external rewards, they want to do things because they find them fulfilling and they are passionate about what they do.

Money, status, and acclaim are great, but people who are highly successful in the workplace are usually motivated by something more than that. They are passionate about what they do. They have a commitment to their work, they love taking on new challenges, and their enthusiasm can seem contagious. They don't give up in the face of obstacles and they are able to inspire others to work hard and persist in order to achieve goals.

- **Focus on what they love about their job.** No matter how they feel about their job, there are probably going to be things about it that they love and things about it that they hate. In order

to build their intrinsic motivation, try focusing on the aspects of their job that they truly enjoy. Perhaps they love the feeling of accomplishment they get when they complete a big project. Or maybe they love helping their clients achieve progress toward their own goals. No matter what it is, identify those components of their job and take inspiration from them.

- **Try to maintain a positive attitude.** Notice how optimistic people in the workplace tend to inspire and motivate others as well. Adopting this kind of attitude can help them feel more positively about their work.

CONCLUSION

Emotional intelligence plays an important role not only in well-being but also in employee success working in organized textile stores in Erode. Fortunately, there are a number of lessons they can take from emotion psychology that will allow them to improve their EQ and foster greater emotional competencies to improve their work performance and career success.

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