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Emotional Quotient: A Key for Streamline and Productive Working of Technocrats

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Abstract

In the present era of globalization new management paradigms have come which continuously shape the development of doing business. Amalgamation of personal potential of an individual plays consequential role in developing streamline organizational structure. Fostering emotional intelligence in the workplace means acknowledging that feelings and emotions which are present and doing something intelligent with them for creativity and innovation. It is observed that employees who managed their own feelings very well and deal effectively in communication with others are likely to be more efficient and streamlined, which help management to achieve targets within the desired time frame. But it is seen among technical employees they are unable to marginalize of fix the odd circumstances due to lack of emotional intelligence, unable to acknowledge other people's feeling, fail to realize that lingering emotions inhibit an effective emotion, which likely to affect work performance. Thus, an interest of concern makes studies of emotional intelligence among technical background employees significant for an organization. This review paper is an attempt to contribute afresh with a new perspective to the field of human resource and behavioral sciences with special references to emotional intelligence in a relation of technical employees' performance in organizations.

Keywords: - *Emotional quotient, interpersonal and communication skills, streamlined management*

Introduction

The switching of cornerstone from sentiments being considered as riotous. The cognitive theorists believed there is worthwhile relationship between sensation and discernment and addresses that emotions depended on personal inference or sizing up of a particular event. An individual perceived very contingency with different personal meaning and reacts according to

norms. This personal meaning is the basis for evaluation of the event (N. Gayathri 2013). Emotional quotient is a part of the individual's genetic makeup basically it is a personality trait which constitutes from one's childhood to adulthood. Emotional intelligence is summed up of intellectual traits constitute the ability to control emotions of one's self, of other and of groups, skill or self-perceived ability to recognize the strength and weakness of individual thereby to manage all. In organizations, its principle helps in evaluating the behavior of the employee, management styles, attitudes, interpersonal skills and potential. The management of sentiments and self-awareness core factors of building permanent learning (Jordan & Troth 2002). He addresses increasing awareness about emotions and relationships builds concrete foundation for mature behavior and self-awareness removes all obstacles before consciousness (Goleman 1998).

Emotional intelligence defined as the effectiveness to merge up intelligence with intuition and sentiments so get benefits through fruitful making of decisions and problem solving (Akerjordet & Severiness 2004). Emotional thoughts and get back reflected in social responsiveness (Hammer 1999). Theorists emphasis general intelligence with group development which include five stages as- forming, storming, norming, performing and adjourning. Emotional quotient is about sensing what other people feel and handling relationship so get all work done (Dulewicz & Higgs 2000).

To ensure the sustainability of enterprise in global competitive environment most organizations heading towards development of innovative tools and initiative of environment management through employees with effective work-life balance. The paper attempts to justify the relationship between emotional quotient and overall effectiveness among people works in a technical aura.

Review of Literature: -

Emotional intelligence is an ability to acknowledge emotions of other people and recognize them in order to create a positive mind set, despite changing external conditions (Cummings et al. 2005). Studies tell that employees who are healthier, happier, productive and balanced professional lives have higher emotional intelligence common among them. To improve relationship at workplace, increase adaptability and orientation towards objective individual should improve emotional connectivity with colleagues (Tischler 2002).

Thordnike demonstrates social intelligence includes potential comprises of is the ability of internal states, self-esteem, identify and control other people emotions. Eight intelligence theory of Gardner tells it includes capacity of individual to building bonds, agreeableness and

communication which is helpful in handling conflicts of any level in organization. Conflict management feels social intelligence has significant influence to improve organizational effectiveness. Goleman(1998) scrutinized proficiency models created by psychologists. He enumerated ratios between both form of intelligence i.e. technical & social and interprets the Emotional quotient proves to be two times important in all levels of work. The five elements of Emotional intelligence demonstrate by Goleman has described in **figure (1.1)** below. Gross, J.J (1998) defines sentiments are "comprehensive skill set of physiological and cognitive learning which are always governed by situations". Feelings are controllable and can be modulated according to situations. He adds it is the ability to recognize, scrutinizing and express well in coherent way.

According to Chi-Sum Wong, Kenneth S. Law (2002) when model of emotional intelligence implements in consortium structure it is helpful for staff member in magnifying their vision for goal achievement. Thus, employees will become more oriented towards work due to enlargement of cooperation and less communication gap between supervisor and bottom members. To create positive aura at workplace it will be more convenient for high EQ employees to control emotions in organized manner, which leads to improve interpersonal & social growth and relationship handling in society. The traits of High EQ employees has explained in **figure (1.2).**

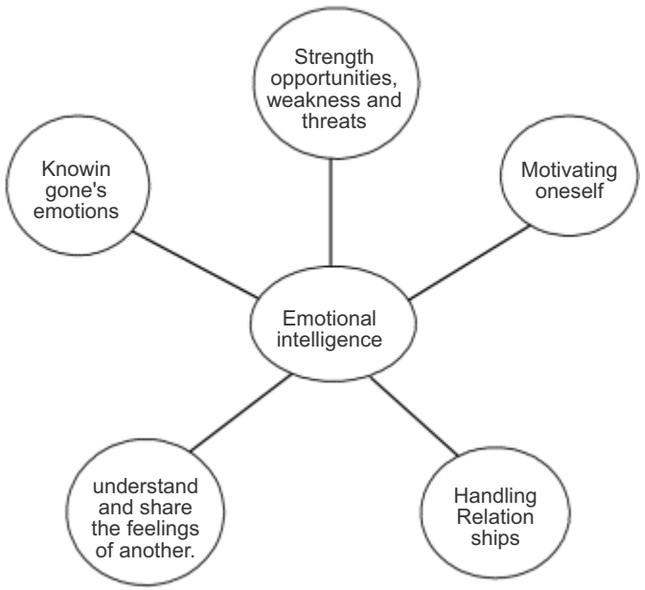


Fig (1.1)- FIVE COMPONENT OF EMOTIONAL INTELLIGENCE

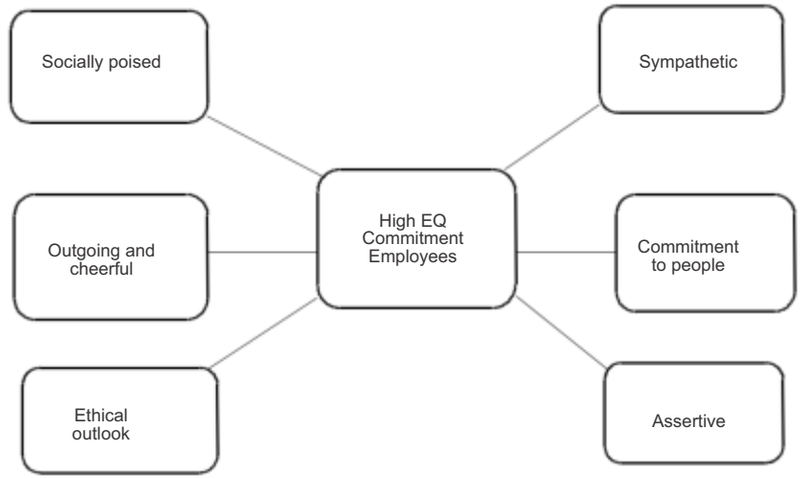


Fig (1.2)- TRAITS OF HIGH EMOTIONAL QUOTIENT PEOPLE

Emotional Intelligence-

Emotional intelligence basically comes from three different scientific fields namely: psychoneuroimmunology (mind-body relationship), neurophysiology (the study of brain), and cognitive psychology (the relationship between thoughts and feelings). These three are the building blocks for this trait of personality.

- S Model- describe individuals ability to deal with stress
- M model- describe individuals cognitive social mixing
- T model- describe individuals habitual pattern of behavior, thought and action

Goleman has suggested that EQ consist of five major components:

Recognition of personal emotions Control of emotionsMotivating ourselves

Handling the relationships Identify others emotion

Benefits of Emotional intelligence:

Self-confidenceAbstemiousness Trustworthiness Conscientiousness Adaptability

Achievement orientation

Impact of emotional quotient among technical staff engagement-

Different sectors are there in which the technocrats are working right now such as design, production, sales and maintenance. As technocrats are not aware of their own emotions, they are often low in expressiveness, they don't show their feelings clearly through facial expressions, body language or other cues most of use to recognize other's feelings. So, this have adverse effects on their interpersonal relationships, because other people find it hard to know how they are feeling or reacting. Hence, seniors over them unable to reduce that communication barrier make technical employees solely different than rest of others. Employees working with flexible timings able to perform their targets and social (family) responsibilities extremely well which allows them to minimize personal conflicts and improve overall performance. Many organizations from CASENEX to URBAN AIRSHIP allow such working environment which provides absolute freedom to their employee's e.g.

CASENEX is company of education field, supports innovative thinking and outlook solutions. The enterprise provides entitlement to select how to perform things and allows personal work across globe.

DITTO have generous working policies for workman which include smooth working policies of home. Primarily there is policy as long as executives, engineers and back end developer done their daily job they can take the refreshment as much they need and work the schedule accordingly which fits their requirement thus they can leave for home also.

STACK EXCHANGE is well known to offer employees independence up to great extent. It conducts feedback analysis assembly for people working within and once targets are achieved, employees entitled to work from preferable terrain.

In UPWORK there is hump day in a week, this day offer every employee to do work from the location they want. Excellent deviation is there in office hours.

Everyone at THUMBTACK is really supportive towards both for field and technical staff. Thumbtack an online customer service company which connects local professional withpeople. Work-life balance is definitely a priority to develop sound working loop cycles among personnel

for this company arrange dinners and dodgeball tournaments, homebrewing sessions, river rafting, and outdoor gaming activities. Thumbtack group knows how to enjoy work and entertain employees.

In URBAN AIRSHIP many corporates come to know about the level of comfort offered by them to personnel's interest, which makes to put up in “Top 10 Coolest Places to Work in Oregon”. The enterprise is popular due to services and unlimited vacation policies. The organization has elevated potential for global transmission of authentic services. It does not matter whether these technical officials work from home or beach they simply want results.

VMWARE a leader in field of cloud computing, software business and cloud storage offer virtual software used in games. The versatility in shifting hours makes employees nature ductile towards them. However, for sound interpersonal intelligence and adaptive quotient many industrial conglomerate companies adopt exclusive policy system for manufacturing sector employees such as: -

In addition, Germany's Ore extractor (Conglomerate company) allows bottom level personnel and engineers working in manufacturing segment to use significant amount of vacations.

Conclusion: -

Higher emotional intelligence beneficial in multi-dimensional engagement at workplace as such employees able to manage their inner instincts so less involved in conflicts, regulate and more control on emotions, optimistic and align their goals with organizational goals. Emotional quotient plays vital role for achieving higher job satisfaction level and making sound working life cycle. The awareness to recognize, control and regulate continuous flow of emotions with wisdom necessary for both technical as well as management executives, sub-ordinates and bottom staff. Every employee is strategic pillar in accomplishment of full scale objectives, mission and vision of any organization executives has to work willingly. In order to achieve rigid objectives management has to ensure efficient and effective working of technical personnel which can ensure through emotional intelligence only. Thus, it becomes responsibility of front office to make technocrats happy and makes them respond effectively well to attain new heights of success.

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