

# Emotional Intelligence at the Workplace: A Case Study of Women Journalists

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## Abstract

The understanding and the managing of the ones emotions effectively and efficiently is an important task. Emotional intelligence is the ability of a person to micromanage the emotions of self and emotions of people around them. It is little hard to manage the emotions of other people. If a person have high EI they can identify their feelings, what is the meaning and what is the impact .There are five elements of emotional intelligence: self awareness,self regulation ,motivation ,empathy ,and social skills. High emotional Intelligence overlaps the crucial skills like conflict management and communication which is very essential in the workplace .The employees who self regulate their emotions able to avoid impulsive decisions and help them to think before act. Women role is very challenging in any field of profession due to their multiple role in the family and society .In the case of women journalism they have to be highly emotionally stable in different situations. The current paper attempts to study the importance of emotional Intelligence at the workplace with respect to women journalism.

**Keywords:** Emotional Intelligence, Journalism, Women journalism, Self Awareness, Intelligent Quotient.

## Introduction

To make a proper and stronger decision the emotional intelligence is very important. To make a sustain and collaborative relationship effective stress management is necessary. Emotional Intelligence(EI)is a better conflict management tool at the workplace. Emotional Intelligence(EI) is the ability to manage ones own emotions and others emotions. It is very necessary for a working individual to understand the various aspects of emotional Intelligence for knowing the feelings and emotions of coworkers and subordinates. It is not enough for a person with high Intelligence quotient(IQ)for a good performance at the organization. Now a days the peoples interaction with the organization is getting more and more complex. The people who work for an organization many managers ,supervisors and other workers have many benefits in the working area. The workplace success of a person mainly depend on the personality trait called Emotional Intelligence(EI).More than the Intelligent Quotient Emotional Quotient determines the success. Emotions play a climacteric role in the overall quality of the personal and professional lives of a person. Emotional Intelligence can have a remarkable impact on ones professional life especially in the case of women journalists. Thats why it is vital to understand what is emotional intelligence and what are the importance of emotional Intelligence in the workplace especially in the case of women journalists.

Emotional Intelligence(EI)

Emotional Intelligence is the concept that recognizes the reason about ones own emotion and others. The concept of emotional intelligence is popularized by the scientist Daniel Goleman in his book Emotional

Intelligence: why it can matter more than IQ. Emotional Intelligence is the ability to understand and listen ones feelings and others feeling . Emotional Intelligence is the most powerful tool than the intelligent quotient.

Daniel Goleman discussed in his book about the five components of EI. They are Self awareness, self regulation. Intrinsic Motivation, Empathy and Social Skills.

### 1. Self Awareness

It is the ability to understand ones own emotion, feelings, moods and to understand how they affect themselves.

### 2. Self regulation

Self regulation is the ability of a person to control the impulses and moods .It helps a person to think before acting.

### 3. Intrinsic motivation

It is the opposite of external motivation, this means being pulses for personal reason.

### 4. Empathy

It is the ability to recognizes the emotion or feelings of others.

### 5. Social skills

It is the ability to create relationship networks, connect with people and manage relationships.

## Objectives of the study

- To understand the concept of Emotional Intelligence
- To understand the factors of emotional Intelligence
- To know the emotional Intelligence practices of women journalists

Emotional Intelligence of women journalists at the workplace

The concept of Emotional Intelligence is a valuable asset for a workplace .In certain working environments employees with high level of EI helps to perform better in the workplace and manage workplace stress, manage conflicts in the workplace etc. Journalism is a 24\*7 activity and the people related to this field requires more emotional intelligence than any other field. They have to experience disasters, calamities ,war, accidents .violences from public directly .In the case of women journalists they have to manage the role of employees, mother, daughter, wife etc. High emotional Intelligence is required for them to manage both professional and personal life.

## Literature Review.

According to the Biologist Charles Birch(1995) feelings are what matter the most in life .Bothe emotions and feelings are interchangeably used. But both are different .

According to Bar on(1997) the models of emotional intelligence focuses on the potential of success. This model outlines five components emotional Intelligence ie, intrapersonal, interpersonal, adaptability, stress management and general mood management.

Goleman(1998) was the first to apply the concept of Emotional intelligence to organization through his article in Haward Business Review. He said that the effective leader had high degree of emotional Intelligence. Good Interpersonal, social and team building skills help a person to develop good rapport with his/ her colleagues, superiors and subordinates which is vital for a persons success. Many researchers commented that the organizations are the emotional places(Armstrong,2000) According to Muchinsky(2000) the workplaces are the incubators of emotions

Petrides(2000)said that a person with high EI is said to be ideal for leadership positions.

Carmeli and Josman(2006)said in their article” the relationship among emotional Intelligence,task performance and organizational citizenship behaviours” discussed the possible connections between the emotional Intelligence and performance in the workplace.The study found that there is a positive connection between the emotional Intelligence and performance of employees.

Koman.E.S(2008)examines the relationship among team leader,EI Competencies and team performance. According to caruso(2008)feelings can be a physical sensation which is experienced, like a knot in our stomach that could due to emotions.

### **Methodology of the Study**

The present study is descriptive in Nature. Both primary and secondary data is used for the study.The primary data is collected by the focus group Method. Five women journalists from various media selected for the data collection. The respondents opted open ended questions to convey their feelings,thoughts about their emotional Intelligence Practices at the workplace.

Question1:Do you think that EI is very important in the field of journalism especially for women?

Respondent1;Compared to other profession Journalism is a challenging one.It is afield oriented work.For a women it is necessary to be highly emotionally one for field work,because they have to interact people directlyhave to see ,accidents,wars etc.

Respondent 2:Emotional intelligence is a leadership Trait,that recognizes,understands and manages ones own emotions.Journalism is such a kind of job.

Respondent 3:Self evaluation is very important for journalism.Developing empathy is also important.The women journalists have to manage number of roles and issues in their lives like childcare,old people care,marnity etc.These multiple roles leads them to an emotionally bad situation.

Respondent 4:-It is a 24\*7 job.Morning shifts,night shifts has to be there.They have to communicate with people from different sphere of life.Emotional Intelligence is very essential for this.

Respondent 5:The challenges and issues facing by women journalists are high.only an emotionally stable person can manage these all issues.Yoga and meditation are the two methods to calm the mind.It will help to improve the emotional Intelligence.

Question 2:-Is the EI essential for the decision making in your field?

Respondent1:The journalism profession is very critical one to make judgements about the situations affected by the human beings.EI helps the human minds to take right decisions.

Respondent2:EI enables a person to make effective decisions.Emotional intelligence plays a huge role in the efficacy of the individuals decision making.

Respondents 3:-The people with high EI can understand their own feelings and emotions.The way they make decisions can have better option in managing situations effectively.

Respondent 4:Ys,it is very important.Emotionally intelligent people make decisions wisely and calm under high pressure situations.Iam an emotionally intelligent person.

Respondnet 5:The people with high emotional intelligence can take effective decision in emergency situations.It is very necessary for the field of journalism.

Question 3:-Is there any relationship between the emotional Intelligence and success of a women journalist?

Respondent1:The success of women journalists definitely depends on the emotional intelligence of herself.Due to some biological and hormonal speciality they have move in a stressful life than men..The

success of a woman depends on the hardwork compared to men. Only an emotionally stable person has to work hard. So EI is related to success.

Respondent 2:- I am a person with curiosity, practicing gratitude, will create learning environment etc. I will listen without judgement. These factors related to the success. So my success related to these factors.

Respondent 3: Journalism is a profession that needs more EI. The people with high EI are more likely to be effective leaders and to be promoted. It will lead to success.

Respondent 4: The high EI helps a journalist to build relationship with colleagues, reduce job stress, improve the job satisfaction etc.

Respondent 5: Interpersonal skills are very essential in the field of journalism. If a person with high EI can communicate with the colleagues, superiors, subordinates and public. Effective communication is a way to success for the journalism field.

## Conclusion

Emotional Intelligence plays a crucial role in the decision making, success of employees in an organization. EI is a weapon which creates the measures like self awareness, self control, intrinsic motivation, empathy, social skills etc. The development of the components of the emotional intelligence directs the employees into an efficient leader. The efficient and emotionally intelligent employees lead an organization into success. Journalism is a 24\*7 profession that requires more skills and emotional intelligence. The journalists have to work in the field also without the time restrictions. In the case of women journalists managing these multiple roles at home, more stressful situations are difficult ones. They have to manage more additional roles and responsibilities. So that only the high emotionally stable person can succeed in the personal life also in the professional life. The successful and satisfied employee leads the organization into success.

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