



Benefits of EI and How to Improve EI

How to Improve EI in the Workplace

EI brings many benefits, including enhanced relationships through better (cleaner) communication, effective conflict resolution, and improved and quicker adaptability. It enhances self-awareness, empathy, and the ability to navigate social situations, contributing to personal and professional success.

Remember that improving EI in the workplace means improving your own EI first. There are concrete ways to adjust your behaviour that will help you to become a more emotionally intelligent worker. So consider and work on:

Self-awareness. Reflect on your emotions and reactions. Understand your strengths and weaknesses.

Self-management. Practice staying calm under pressure. Manage stress and avoid impulsive reactions.

The three types of empathy. Actively listen to others, try to understand their perspectives by using the Moccasin Approach®, and show genuine interest in their feelings. Follow up on colleagues who have been struggling and check in with teammates.



Stay flexible. Emotionally intelligent leaders are ready to modify long-term goals depending on the success of short-term objectives. Stubbornly charging towards goals that no longer serve the organisation wastes time and effort and demoralise the team.

Motivation. Lift the mood when you see team members in the morning, ask them genuinely how they are doing and even consider using the RAG (Red, Amber, Green) mental health check. Set meaningful, achievable goals, stay optimistic, and persevere through challenges. Remember to employ the Self-fulfilling prophecy and be their Pygmalion to their Galatea.

Show your vulnerabilities. Top performers ask for help when they need it and admit when they make a mistake. Doing this helps them address the situation and move on. This type of approach is not only more effective but more efficient. Instead of using punishment when something goes wrong, coaching and mentoring are better to create an emotionally intelligent workplace. Leaders who show their vulnerabilities are empowering others to do the same.

Be considerate. You can be considerate with your time, offering a colleague a helping hand or a listening ear. You can be considerate with your resources by asking struggling colleagues to see if you can help meet their needs. When we feel low, we rely on our peers to help pick up a little slack. This is one of the key aspects of a high-performing team.

Use Social skills. Cultivate effective communication, conflict resolution, and collaboration. Build positive relationships with colleagues.

Active listening. Use empathy to understand what someone means, but if you find yourself planning what you'll say while another person is speaking, stop! Then, focus your attention on what they are trying to convey in their communication with you.

Accountability and responsibility. We all have a job to do in the same environment, with the same people, so let's support each other regardless of hierarchical positions or titles. If someone does not, then consequences **must** be employed. Leaders/managers who are influenced by a colleague to make decisions or take specific actions must consider their motives **very** carefully. What is their end goal? Is it in the wider interests, or does this serve them only?