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THE IMPORTANCE OF EMOTIONAL INTELLIGENCE IN WORKPLACE CULTURE

Emotional intelligence (EI) is the ability to understand and manage own emotions and those of others. In recent years, the importance of EI in the workplace has gained recognition as a critical component for success. A positive workplace culture is essential for organizational success, and EI plays a vital role in shaping workplace culture. This thesis aims to examine the impact of emotional intelligence

on workplace culture, how it affects employee behavior, communication, and job satisfaction, leading to a more positive and productive work environment [1, p. 1–3].

Firstly, the main impact of emotional intelligence is on employee behavior. Emotional intelligence affects employee behavior in the workplace. Employees with high emotional intelligence are more likely to display positive attitudes, behaviors, and work ethics. They are better at understanding and managing their own emotions, which helps them deal with stress and pressure effectively. This, in turn, leads to better work performance, productivity, and job satisfaction [3, p. 2].

Secondly, influence extends to communication: effective communication is crucial in any workplace, and emotional intelligence plays a vital role in improving communication. Employees with high emotional intelligence can better understand the emotions and needs of their colleagues, resulting in improved collaboration, teamwork, and a more harmonious work environment. On the other hand, employees with low emotional intelligence may struggle with communication, leading to misunderstandings, conflicts, and a negative work environment [2, p. 1].

Job satisfaction is a third component in a workplace and a crucial factor that affects employee motivation, engagement, and retention. Emotional intelligence positively affects job satisfaction, as employees with high emotional intelligence are better equipped to manage workplace stress, build positive relationships with colleagues, and communicate effectively. Employees with high emotional intelligence are also more likely to feel valued and supported, which contributes to higher job satisfaction [4, p. 1–2].

In conclusion, emotional intelligence has a significant impact on workplace culture as it affects employee behavior, communication, and job satisfaction. Organizations can foster emotional intelligence in their employees by providing training and support to improve emotional intelligence skills [5, p. 1–3]. The benefits of emotional intelligence in the workplace include a more positive and productive work environment, improved employee performance, and increased job satisfaction. Therefore, emotional intelligence should be considered an essential factor in building a positive workplace culture.

References

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