CORPORATE LEADERSHIP THROUGH

EMOTIONAL INTELLIGENCE

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WHO WE ARE

Rensyl Integral is a Nairobi-based consulting firm specializing in:

Strategy consulting
Management consulting
Sales and marketing
Customer and employee experience

"We are driven by a deep desire to help businesses realize their utmost POTENTIAL, because everyone has a PURPOSE that we need to discover and LIVE."

OUTLINE
OF THE
PRESENTATION

1. Understanding emotional intelligence (EI).
2. Introductory narrative.
3. Emotional intelligence as a capacity.
4. Noteworthy remarks.
5. Application of EI at the Workplace.
6. Related observations by Maina Ndiritu.
7. Practical activities.
8. Summary of key points.

Understanding emotional intelligence (EI)

- EI is the ability or capacity to understand and manage both your own emotions and those of the people around you.
- It is said to be the key to personal and professional success.
- A skill developed by learning.

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EI AS AN OCCUPATIONAL HAZARD

Occupational Health and Safety Association (OSHA) describes five categories of occupational hazards namely;

- Physical
- Chemical
- Biological
- Mechanical
- Psycho-social
  - Mental
  - Emotional
  - Social
  - Spiritual

EMOTIONAL INTELLIGENCE AS A CAPACITY

Emotional Intelligence is both an emotional development and state of emotional health. It entails;

- Self-awareness
- Self-regulation
- Empathy
- Decision-making
- Social skills

Emotional Intelligence Capacity Building

- Enhances;
  - Intentionality at the workplace.
  - Deliberate words at the workplace.
  - Deliberate deeds at the workplace.
- This can be achieved through;
  - Regular exercises on emotional sensitization
  - Capacity building at work places.
- However, it is an area and a concern that is usually swept under the carpet to the detriment of the working community.

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Noteworthy Remarks

- EI capacity at the workplace facilitates emotional health or wellbeing of individuals and groups while its opposite is also true.
- Among other occupational hazards, psychosocial aspects, including EI are usually ignored due to their unobvious nature. They are also unseen to the natural eye.
- Living in a society that is emotionally hurting and nursing emotional wounds and traumas, EI becomes a must for every institution including families.
- Prolonged emotional ill-health may lead to mental complications, whose social consequences are dire.
- Nevertheless, “You cannot give what you do not have,” said Christine Caine. Then, how can leaders and management offer what they don’t have?

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Note

Studies show that Maslow's basic needs if left unattended, can take the life of the victim, whereas extreme emotional needs unattended can lead to the victim taking their own life. It is an indication that emotional needs feel much heavier than the popularly known basic needs.

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APPLICATIONS OF EI IN THE WORKPLACE

- Separating constructive and destructive criticism.
- Differentiating straightening from quarrelling during correction.

RELATED
OBSERVATIONS BY
MAINA NDIRITU

- Emotional problems require emotional solutions.
- Emotional attachment results from direct emotional interactions.
- Emotionally speaking, “nothing” can be “everything” and “everything” can be “nothing”.

Advice

To the corporate world and beyond, it is important to appreciate the fact that productivity is all about inputs and outputs. Emotional health which has the greatest impact on human resource is the output from particular inputs also. It is the consequences of particular emotional choices; the returns on emotional investments.

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Activity time (Break out)

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1. An emotionally sensitive and empathetic management can cultivate emotional attachment for workers. As a law of nature, humans spare what they are emotionally attached to for their own emotional comfort.
2. Emotional negligence and abuse causes emotional drainage and intolerance, hence emotional toxicity that explains existing social ills.
3. Civility, that is courtesy and politeness appears like weaknesses.
4. “Knowledge is Power”, observed Francis Bacon. Emotional knowledge is therefore, emotional power.

SUMMARY OF KEY POINTS

Thank You

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