

## **DEVELOP AND USE EMOTIONAL INTELLIGENCE**

## Table of Contents

Personal Strengths and Weaknesses .....	3
Potential Emotional Triggers in Workplace .....	4
Evaluation of Own Workplace Behaviours and Their Impacts .....	<b>Error! Bookmark not defined.</b>
Openness to Feedback .....	<b>Error! Bookmark not defined.</b>
Self-Reflection in Development of Emotional Intelligence .....	<b>Error! Bookmark not defined.</b>
Improving Awareness and Management of Emotions among Workers	<b>Error! Bookmark not defined.</b>
Creating Positive Emotional Climate .....	<b>Error! Bookmark not defined.</b>
Using Strengths of Workgroup Members .....	<b>Error! Bookmark not defined.</b>
References .....	4

## **Personal Strengths and Weaknesses**

### ***Emotional Strengths***

I have observed that my personal strengths include my *ability to identify my own emotions* as I experience them. Identification of emotions helps me to predict my possible emotional reactions and I can control my emotional expressions effectively. I am able to perform well under pressure and I *can keep myself focused* on achievement of goals. My ability to stay focused helps me to achieve my goals in work and I can work my way through increased workload with high quality performance. *I am even-tempered* and I can control my frustration and anger with capability. As cited by Arora (2017), working in a managerial position may create difficult situations with other workers, and my even temper would help me to manage those situations.

### ***Emotional Weaknesses***

Despite these several emotional strengths, I have some emotional weaknesses as well. I tend to be highly persistent regarding specific tasks and I can become obsessed with achieving perfection in a certain task (Van den Brande et al. 2018). My *excessive persistency regarding perfection* can create frustration in my co-workers and may prevent me from giving attention to other tasks. I have observed that I have a *tendency to take failures personally* and I cannot cope with failures easily. I may become discouraged by failures I experience in the workplace and this might shift my focus from other tasks that require attention.

## **Reflection on Stress in Work Life**

### ***Causes***

In my work life of 2 years in ***Australian Hardware*** as the coordinator of Homeware Department, I have experienced workplace stress in different situations. In my present work life, I have experienced stress due to *excessive workload* during particular seasons of year. In my previous workplace, lack of employee coordination and *ineffective communication with my co-workers* had caused me significant emotional stress. Australian Hardware operates with a target-driven approach towards achievement of business goals, which leads to *tight deadlines* that have to be met by workers. According to Ashkanasy & Daus (2020), such tight scheduling of workloads have caused me stress due to problems in time management and challenged me regarding maintaining quality of work in such a short time.

### ***Managing Stress***

My work life experiences have taught me that specific strategies are required to address workplace stress. Learning from my experience of emotional stress due to ineffective communication with co-workers in my previous workplace, I have *developed friendly relationships with my colleagues* at Australian Hardware and I can have their emotional support in the workplace. I have *developed my time management skills by breaking down my work into small tasks* that have helped me manage my workloads effectively and have reduced my workplace stress.

## **Potential Emotional Triggers in Workplace**

### ***Identifying Triggers***

Emotional triggers are situations that elicit strong emotional responses from individuals and emotional triggers of each person can be different due to their personal beliefs and attitudes. As stated by Bucich & MacCann (2019), in a workplace, potential emotional triggers for employees can be

- Disapproval of superior regarding work performance
- Judgement expressed by co-workers about personal choices and appearances
- Aggressive or disrespectful attitudes of superiors
- Being assigned with excess workload without prior notice
- Threats of being terminated from work
- Being assigned tasks outside their field of knowledge
- Unreasonable deadlines provided for certain tasks
- Inconsideration of personal problems and limitations of an employee

## **References**