

Need of Emotional Intelligence to reduce the stress level in professional life

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Abstract

All Organization in the countries hit by recession were downsizing is an effort to survive. With dawn of 21st century the trend for restructuring and downsizing continued in many organizations together with an increase in sub contracting and outsourcing. In order to compete successfully in the increasingly competitive global market, A study rise in short term contracts, as a result possibly of the deregulation of long term contracts and the limited requirements on permanent employment in many countries witnessed. Other changes included new patters of working, such as teleworking, self regulated work and team work an increased reliance on computerized technology and a move towards a more flexible workforce, both in number of employees and their skill functions. Supervisory conditions too changed with introduction of team work, evaporation of middle management and the trends towards flexible place of “at -home” work arrangements. The present day organisation take for granted that their employees have enough intellectual abilities and technical know-how, how to do their jobs. In a time when there no job guarantees and when the very concept of a “job” is rapidly replaced by “Portable Skills” For this the trait like Emotional Intelligence is important for the success of professional and personal life.

Key Words: Emotional intelligence, Stress, Emotional intelligence skills.

Introduction:

Liberalisation, Privatization, Globalize satin of the Indian business Environment through modification in the industrial trade financial policies by the Government has brought lot of changes and competition of analytical magnitude that was previously unknown to our Indian organization. In the new liberalized scenario, where multinational and global players are competing in the domestic market with monopoly players .The management of organization is expected to more and more effective, productive and efficient for survival, more than a western countries faced similar condition. A cascade of changing business structure and changing leadership had forced various departments of the companies to alter their perspectives on their role and function overnight.

As companies moved from an exclusively bottom line obsession to focus on customer mission and the organization role they were forced to make changes in their organization to given emphasis primarily to productivity .

Organizational Stress:

Stress is a mismatch between the individual capabilities and organizational demands; also it is a mismatch between the expectation of both individuals and organization.

Emotional Intelligence:

Emotional intelligence is the ability to sense ,what is going on in a situation, to know, how we feel while we are in that situation ,to be able to access and take account other people's thoughts and feelings accurately and to respond appropriately.

Emotional Intelligence at Work:

Every aspect of our work life is linked to Emotional intelligence respect to the work place, interpersonal assertion, empathy, decision making, motivation and drive, stress management, adaptability to change, communication, conflict resolution, team building, coaching, leadership,

customer service and even management.

By being more knowledgeable of our emotional reaction at work, we automatically increase our power of choice, choice comes from knowledge. If We don't know what we are feeling or why we are feeling it, how we can change it or have control over it? We must first know "It ' is!

Emotional Intelligence and Job Stress:

Stress in the work place reduces the productivity, increases management pressure, and makes people ill in many ways. Evidence of which still increasing, work stress affects the performance of the brain, including functions of work performance, memory, concentration and learning. Stress at work also provides a serious risk of litigations for all employers and organization carrying significant liabilities for damages, bad publicity and loss reputation.

Here that the EI comes to our rescue and guides us to respond appropriately different stressors. EI helps to cope up with stressful situation. Stress management therefore largely depend upon striking an emotional balance between a potential stress condition and ones reaction to it.

Literature Review:

There are many literature regarding relationship between the Emotional Intelligence and stress.

Abraham(2000) deliberated that the social skills component of Emotional Intelligence is related to positive interpersonal relationship and it increases the feeling of job satisfaction and decreases the occupational stress ,and further stated that these social skills foster networks of social relationships which in turn increase an employee commitment to the organization.

Chabungbam (2005) Advocated that by developing Emotional intelligent one can build a bridge between stress and better performance. The effects of stress are costly to both organization and employee, if left unattended within a given frame of time. Regular administration of Emotional intelligence abilities can help employees at workplace to control impulses and persist in the face of frustration and obstacles prevent negative emotions from swapping the ability to think, feel motivated

and confident and accurately perceive emotions, to empathize and get along well with others.

Cluskey(1994) : Carried out a survey on Management accountants and examined the relation between stress and job strains .He found that main causes of stress.

1. Reporting more than one boss.
2. Heavy workload under time and resource constraints.
3. Work relations in the organization and
4. Perceived lack of career progress

and additional source of stress , a mismatch between personality and task of demands of the job.

Darolia and Darolia (2005) Studied the role of Emotional Intelligence is coping with stress and Emotional control behaviour. The research clearly established that Emotional intelligent people, who are able to understand and recognize their emotions, manage themselves appropriately. So that their impulsiveness and aggression is kept under control in stress situation.

Duran and Extremers (2004) in their study including professionals employed in institutions for people with intellectual disabilities, revealed a significant relationship between EI and Burnout syndrome and personal accomplishment in particular. The data clearly indicated that EI expressed in the ability to recognize, /express and control emotions may have impact on the perceived job stress and consequences of experiences stress.

Gohm,Corser and Dalsky(2005) Led an investigation among 158 freshmen to find an association between Emotional Intelligence and Stress ,considering personality as a moderating variable. The results suggested that as Emotional Intelligence is potentially helpful in reducing stress for some individuals, but necessary or irrelevant for others, it may be because they have average Emotional intelligence, but do not appear to use it, presumably because of lack of confidence in their emotional ability.

Oginska-Bulik(2005) told that relationship between emotional intelligence and perceived stress in the work place and health related consequences in human service workers. The results confirmed that employees reporting a higher emotional intelligence level perceived a lower organisational stress and suffered less from negative health consequences. The study confirmed that emotional intelligence plays a buffering role preventing Executives/Employees from negative health outcomes especially from depression symptoms.

Slaski and Cart Wright(2002) Investigated the relationship between measures of emotional quotient, subjective stress, distress, general health and morale, quality working life and management performance of a group of retail managers , significant correlations in the expected directions were found, indicating the managers who scored higher in emotional quotient suffered less subjective stress, experienced better health and well being and demonstrated better management performance

Singh and Singh(2008) Investigated the relationship as well as impact of Emotional intelligence on to the perception of role stress of medical professionals in their organisational lives. The study was conducted on a sample size of 312 medical professionals consisting of 174 male and 138 female doctors working in privately managed professional hospital organisation. The findings of the study indicated that no significant difference in the level of Emotional Intelligence and perceived role stress between gender, but significantly negative relationships of Emotional Intelligence with organisational role stress for both the genders and medical professional as a whole.

Shahu and Gole(2008) drew attention on Organisational stress which they said commonly acknowledged to be a critical issue for Managers of Manufacturing companies. Their study examined the relationship between job stress and job satisfaction and performance among 100 Managers. Their findings of the study to suggest that higher stress level are related to lower performance ,where as higher job satisfaction indicates higher performance.

Improving EQ Skills:

Where to begin:

1. Begin Your immediate level of awareness.
2. Raise your ability of monitoring your emotions from moment to moment.
3. Improve ability to handle the change, contradictions, ambiguity, stress, errors.
4. Practice delaying gratification and managing impulsiveness.
5. Practice attentive listening.
6. Strive for social competence.

Conclusion:

Emotional intelligence is more than a set of skills or competence .it is learned ability to identify experience, understand and express human emotions in healthy and productive ways.

Higher the Emotional Intelligence improves services to your clientele, promotes diversity of ideas among individuals in your work place, Increases coping skills in times of transformation, builds teams that are respectful, effective, and focused. Prevents the inappropriate behaviour that could lead to conflict. Emotional intelligence promotes self accountability and a strong belief system anchored in human values. In that sense, EI is a way of life to minimize stress level.

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