

Corporate Training

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BM 207 Introduction to Business Management

August 25, 2010

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Today, managers need well-trained employees and are finding they do not exist. Corporations are therefore providing additional training for their employees. One such training program that is being added to corporate learning environments fosters an awareness of emotional intelligence. Business managers are learning that successful managers need high Emotional Quotient (EQ) or Emotional Intelligence (EI) to work effectively. Emotional intelligence is the ability to accurately perceive emotions in self and others, to identify different emotional responses, and to use emotional information to make intelligent decisions (Goleman, 2009).

What the Experts Say

The influence of EQ in the corporate arena has not gone unrecognized. In fact, leading experts on EQ find that “people good at managing relationships tend also to be self-aware, self-regulating, and empathetic” (Goleman, 2009, p. 33). Emotional intelligence is especially important “at the highest levels of the company, where differences in technical skills are of little importance. In other words, the higher the rank of the person, the more emotional intelligence capabilities is needed for decision making effectiveness” (Ganzel, 1986, p. 94).

Emotional Intelligence and Business

The Institute of Emotional Research has published many studies illustrating the correlation between EI and job performance. According to recent studies, expert Goleman (2009) finds emotional intelligence to be crucial to a successful business career and for effective group performance. Teams with individuals of various emotional intelligences are productive, diverse,

and provide insight to various perspectives. The core competencies required for emotional intelligence are “the perception of emotions in one’s self and others, the understanding of these emotions, and the management of emotion” (Ganzel, 1986, para. 4).

Success in the workplace. Success in the modern workplace requires teamwork and cooperation. Emotional Intelligence training is essential since most companies rely on teams of employees working together, rather than on the action of individual managers working in isolation (Ganzel, 1986). Several accredited universities are delivering EQ training. According to Grossman:

A current trend in education is to teach students about how their emotional intelligence can have a positive or negative effect on their career. Many universities are now offering courses in interpersonal relationship and emotional intelligence in an attempt to prepare students to be leaders. Leaders cannot lead in isolation, and an educational delivery system that features team building and collaboration are growing by the numbers. (2000, para. 48)

Conclusion

Emotional intelligence skills are a crucial component for a successful career in business. We live in a time of rapid change and a world of diversity. The modern business environment requires managers to have highly functioning intrapersonal, interpersonal, and group skills. Emotional Intelligence is important today, and will be even more important in the future. As more employees master emotional intelligence skills, a higher-functioning, group emotional intelligence should emerge. In response to this higher group EI, individual employees will need to keep refining EI skills (Tucker, 2000).

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