

## INTRODUCTION

Emotional intelligence (EQ) in the workplace is beneficial when communicating with colleagues and building positive relationships. Many employees, especially those in leadership roles, find it challenging to connect positively with their reports. A large piece of emotional intelligence is empathy and compassion. This research project will include a case study to identify techniques to build EQ in a workplace.

## RESEARCH METHODOLOGIES

Case study and the researcher conducted an interview

- How have your relationships with your coworkers strengthened or weakened over the years? What played into this?
- How have you or any anonymous employees taken new strategies to increase the overall productivity in the workplace post covid 19?
- How have you been a positive and productive employee?
- What is an experience that has stuck with you since working at your company?
- Do you feel like the ability to perceive the emotions of your co workers gives you an advantage in the workplace? Why or why not?

## DATA & FINDINGS

Number of Mentions Per Theme

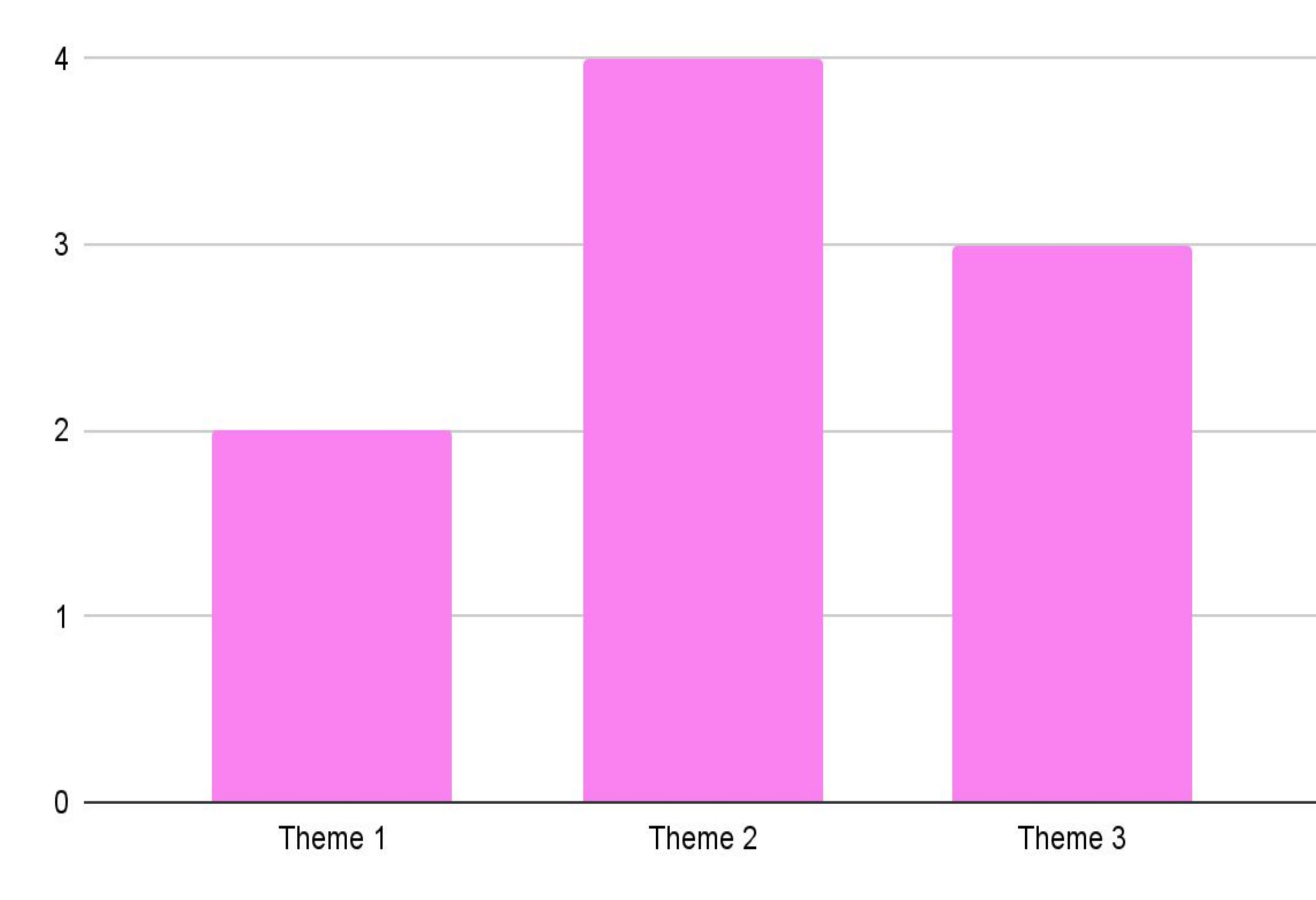


Figure 1: The researcher conducted an interview and pulled three themes that were mentioned more than once throughout the interview. The three themes were recorded and put on a graph to show which one occurred the most. In this case, that is theme 2.

EQ Scores by Job Title

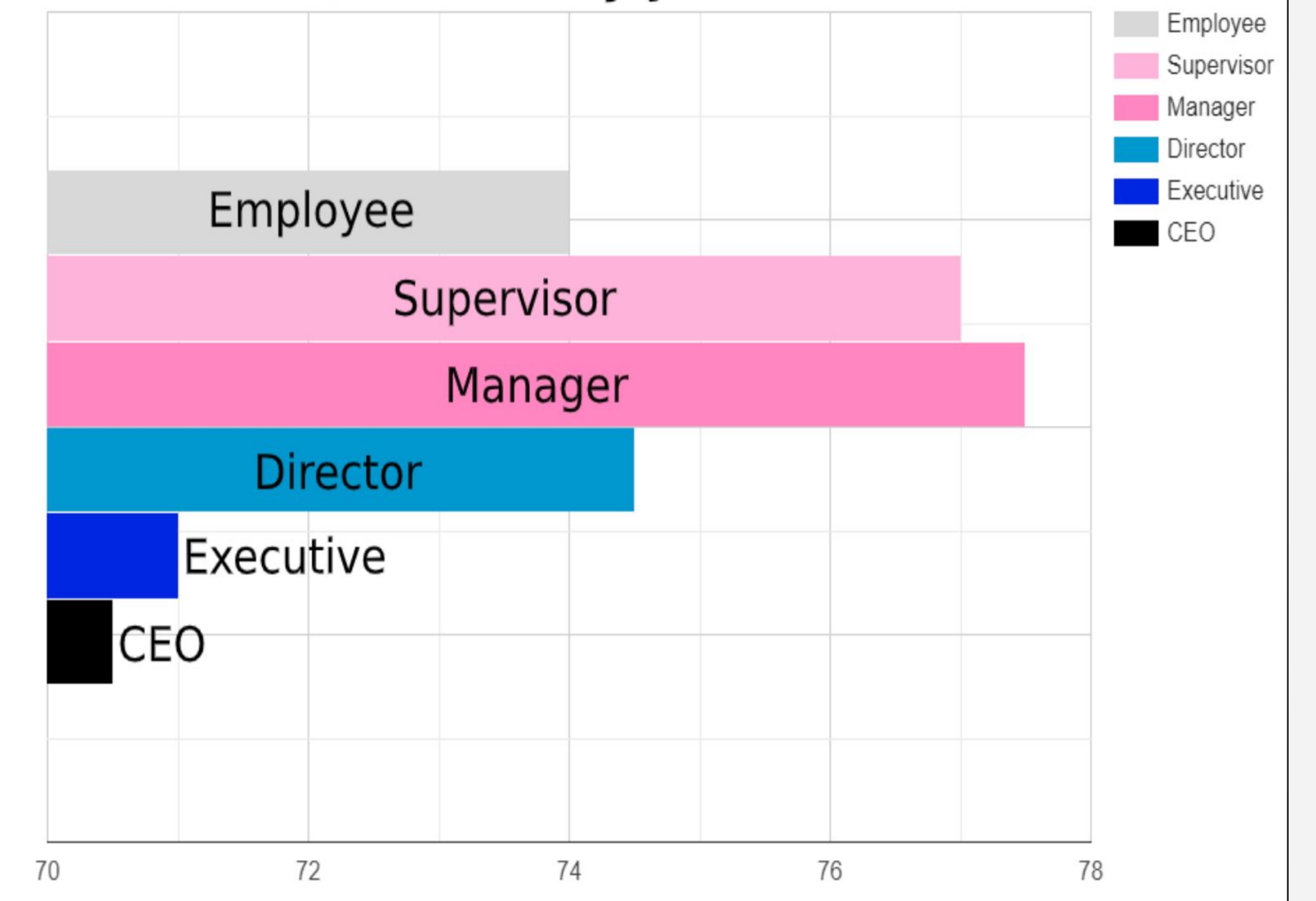


Figure 2: Different Job titles ranked by EQ scores. EQ scores may vary for different job titles because they require different skills and specific responsibilities that influence an individual's emotional intelligence.

## CONCLUSIONS & ANALYSIS

After analyzing the participant, it was evident that emotional intelligence starts with yourself and reflecting on your strengths and weaknesses in the four branches of emotional intelligence. Also, through having a growth mindset you are allowing yourself to be open minded to new experiences and taking the learning path.



## Implications & Next Steps

- Conduct more interviews to provide more insight into emotional intelligence in the workplace
- Seek out research that is centered around emotional intelligence in the hiring process at corporations
- Answer the question: What companies put an emphasis on emotional intelligence in the workplace during the hiring process?

## ACKNOWLEDGEMENTS / REFERENCES

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