

SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore - 641 107

An Autonomous Institution

Accredited by NBA - AICTE and Accredited by NAAC - UGC with 'A' Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai



DEPARTMENT OF MANAGEMENT STUDIES

COURSE NAME : 19BA315 STRATEGIC HUMAN RESOURCE MANAGEMENT

II YEAR /III SEMESTER

Unit V - EMPLOYEE COACHING & COUNSELLING

Topic - Stress Management, Self Management & EI



NATURE & DIMENSIONS OF EI

DEFINITION:

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

NATURE & DIMENSION

- ◀ Self awareness
- ◀ Self-management/self-regulation
- ◀ Motivation
- ◀ Empathy
- ◀ Social skills



DEVELOPING EI AT THE WORKPLACE

- ▶ Link EI to Business needs
- ▶ Give the initiative plenty of autonomy
- ▶ Infuse EI training throughout organisation
- ▶ Assess organisational needs
- ▶ Make learning self-directed
- ▶ Create an encouraging environment
- ▶ Set clear, meaningful and manageable goals
- ▶ Empower employees
- ▶ Provide frequent and positive feedback
- ▶ Help employees to maintain emotional balance
- ▶ Provide positive confrontations.



THEORIES OF EI

- ▶ Ability based model
 - ▶ Perceiving emotions
 - ▶ Using emotions
 - ▶ Understanding emotions
 - ▶ Managing emotions
- ▶ Mixed models of EI
 - ▶ Emotional competencies model
 - ▶ Bar-on model of Emotional-social intelligence (ESI)
- ▶ Trait EI Model



IMPLICATIONS OF EMOTIONAL INTELLIGENCE

Filling organisational positions	Work life
Credibility of Managers	Leadership Effectiveness
Effective communication	Handling frustration
Stress management	Conflict resolution



SIGNIFICANCE

- ▶ Building strong relationships
- ▶ Improves communication with others
- ▶ Better empathy skills
- ▶ Acting with integrity
- ▶ Respect from others
- ▶ Improved career
- ▶ Prospects
- ▶ Manage change more confidently



RECAP

QUESTIONS???

THANK YOU