

EMOTIONAL INTELLIGENCE IN THE WORKPLACE: AN INTERNATIONAL PERSPECTIVE

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Abstract: *Emotional intelligence (EI) has become a critical competency in modern organizational environments, influencing communication, leadership, and overall productivity. This article examines the role of emotional intelligence in the workplace, highlighting its impact on employee performance, teamwork, and organizational culture. Findings from recent global studies suggest that employees with higher EI demonstrate stronger collaborative skills, better stress management, and improved decision-making abilities. Organizations that integrate EI-based training report enhanced job satisfaction and reduced turnover.*

Keywords: *emotional intelligence, workplace behavior, leadership, employee performance, organizational psychology*

INTRODUCTION

The concept of emotional intelligence, popularized in the 1990s, has gained significant attention in the fields of psychology, business management, and human resources. EI refers to an individual's ability to recognize, understand, and manage emotions—both their own and those of others. As workplaces become more team-oriented and diverse, EI has emerged as a key predictor of professional success. This article explores how emotional intelligence influences workplace dynamics and organizational outcomes.

Why do employers consider emotional intelligence one of the top core skills needed to thrive in the workplace?

The importance of emotional competence comes from the observation in the business world, in academia, the military, and every human enterprise, that there are people who are highly competent in technical and analytical skills, but when they interact with others, projects stall. So many resources are wasted in emotional misunderstandings or in people's difficulty with emotional regulation. We humans are grossly inefficient in trying to get things done because most of our energy is spent on trying to make sure we look good, or on making sure that people think of us in a certain way, or on getting triggered by one another. I suspect that business leaders have realized that it's relatively easy to get technical expertise in almost anything, but to get people who can understand and get along with one another, that is a challenge. In many projects, there is a growing awareness that this skill is going to be the one that carries the day. This study synthesizes data from peer-reviewed journals, organizational case studies, and global workforce reports published between 2018 and 2024. The research adopts a qualitative review method, focusing on four primary EI domains: self-awareness, self-management, social awareness, and relationship management. Findings

are analyzed based on their impact on communication, teamwork, leadership effectiveness, and job performance.

Results

-Improved Communication

Employees with higher EI demonstrate clearer communication, active listening, and greater empathy. Research conducted in multinational companies shows that EI significantly reduces workplace misunderstandings and strengthens interpersonal relationships. The first component is self-awareness, which means being conscious of our own thoughts, feelings, and what's happening inside of us. It is the capacity to notice that every simple interaction stimulates myriad different emotions and associations to all the other moments in our life. The second big area is self-regulation, which is the ability to manage our emotions in a healthy way. It means that we're able to feel the full range of our emotions and yet not be overwhelmed by them. The third big component is social awareness or empathy, and that's noticing what's going on in others. This means being free enough of self-preoccupation so that we can see that other people have needs, desires, fears, and hurts, and so we can respond to them in appropriate ways. And the fourth big component is social skills, which is the ability to work well in teams, to be able to solve conflicts and help the team to cooperate.

Enhanced Teamwork and Collaboration

Teams composed of emotionally intelligent members perform better under pressure. Studies indicate that EI fosters trust, cooperation, and effective conflict resolution, leading to increased team productivity. In today's competitive job market, emotional intelligence is no longer a "nice-to-have", it's a critical skill that employers actively seek and reward. EQ is a defining quality of effective leaders and professionals seeking career growth.

-Here's why EQ is essential for career advancement:

-90% of senior leaders' success is attributed to EQ, making it twice as important as IQ.

-EQ accounts for 58% of success across all types of jobs.

-75% of Fortune 500 companies invest in EQ training for their teams.

-Individuals with high emotional intelligence earn an average of \$29,000 more annually than those with low EQ scores.

-Only 36% of people worldwide are emotionally intelligent.

-EQ ranks among the top skills needed for success in 2025.

-Fewer than 20% of companies qualify as emotionally intelligent.

-Organizations prioritizing EQ are 22 times more likely to outperform competitors.

-The demand for emotional skills is projected to increase by 26% by 2030.

These statistics highlight the importance of emotional intelligence in professional success. Whether you're leading a team or managing projects, EQ is the key to standing out and thriving in the modern workplace.

Stronger Leadership Capabilities

High-EI leaders are more effective in motivating employees, managing stress, and creating positive work environments. Organizations with emotionally intelligent leadership report higher employee engagement and lower turnover rates. Motivation refers to your internal drive to achieve goals and persevere through obstacles. It's about staying focused, disciplined, and committed, even when challenges arise.

Better Stress and Conflict Management

Emotional intelligence allows individuals to handle workplace conflict constructively. Employees with strong self-regulation cope better with job-related stress, contributing to a more stable organizational climate.

Discussion

The results demonstrate that emotional intelligence is essential across all levels of an organization. EI enhances communication, strengthens teamwork, and contributes to better decision-making. In culturally diverse workplaces, EI supports cross-cultural understanding and minimizes interpersonal tension. Moreover, EI is linked to improved mental well-being, which positively affects productivity.

However, the effectiveness of EI varies depending on organizational culture. In highly hierarchical environments, EI-based communication may be limited by rigid structures. Additionally, employees with low EI may require extensive training to achieve noticeable improvement. Empathy is the ability to understand and share the feelings of others. It involves recognizing emotions in others, putting yourself in their shoes, and responding with care.

Conclusion

Emotional intelligence plays a vital role in shaping workplace relationships, leadership quality, and organizational performance. Incorporating EI development programs—such as empathy training, stress-management workshops, and leadership coaching—can significantly enhance employee effectiveness. As global workplaces continue to evolve, EI will remain a crucial factor for long-term organizational success.

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