

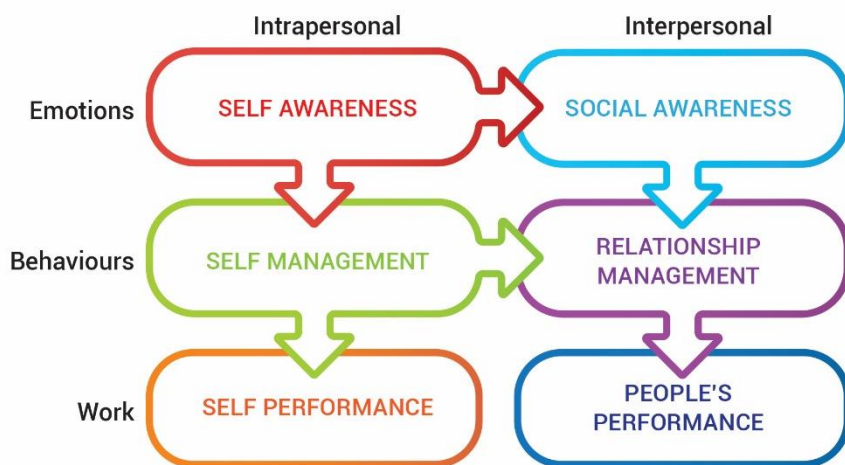
Skills

Emotional Intelligence, Communication, and Teamwork

CSC 424 Software Engineering II
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Every occupation or hobby demands a certain level of skill to be proficient at whatever task is required. There are many different skills that people can focus on, some more specific and others that have a broader use. I value skills that can be used in all aspects of my life. I believe in being considerate of others and being mindful of how I convey my thoughts. With these skills being specified as they are, what I would consider of value is one's emotional intelligence, one's ability to communicate, and one's ability to work as a team to accomplish a goal. This paper will define each of these elements and ways for people to enhance each of these skills for a positive outcome, whether it be for work or a personal issue.

The first skill that I deem to be of the most important is emotional intelligence. What is emotional intelligence? One definition given for emotional intelligence is the ability to perceive, control, and evaluate emotions [1]. Emotional intelligence combines two of the three states of mind cognition and affect or intelligence and emotion. It allows us to think more creatively and to use our emotions to solve problems [1]. It can be said that a person who has a high emotional intelligence is skilled in identifying emotions, using emotions, understanding emotions, and regulating emotions [1]. Emotional Intelligence allows us to think more creatively and use our emotions to solve problems. It can overlap to some extent with general intelligence [1]. Emotional Intelligence is often contrasted with Intelligence Quotient. Intelligence Quotient (IQ) is an individual's score performing a series of tests designed to measure intellectual intelligence [2]. Although having a high IQ is beneficial, many managers, supervisors, and other workers have become keenly aware that workplace success may depend on their ability to use emotional intelligence to identify workplace situations [2].



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In the workplace, emotional intelligence is very important. It is believed that emotional intelligence helps encourage those to success more so than cognitive skills. Higher levels of organizational hierarchy require more emotional intelligence than those in a lower level [2]. The emotional intelligence quotient (EQ) originally developed during the 1970s

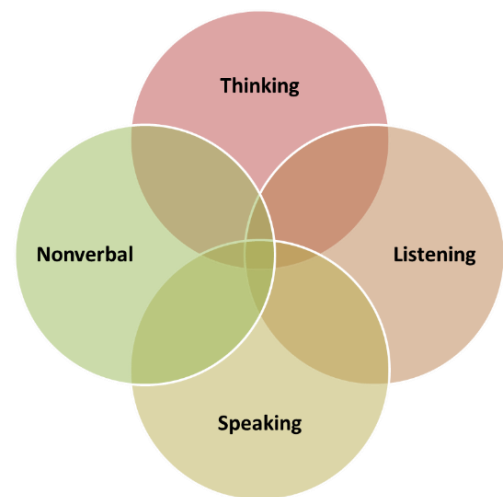
and 80s based on a study of emotions [1]. It was asserted that many of the problems in modern civilization stemmed from the suppression of emotion, and that it is possible to learn to become emotionally intelligent. It is a relatively new concept. Our educational system is designed to enhance our cognitive and intellectual intelligence, while the emotional side is usually neglected [2]. Emotion is frequently looked down upon as a hindrance to career success [2]. Many people are disconnected from their emotions especially the strong ones such as anger, fear, sadness.

Even though we refuse or numb our feelings we cannot eliminate them. Emotions play a critical role in the overall quality of our personal and professional lives, even more than our measurable brain intelligence [2].

Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization [4]. Effective workplace communication ensures that the objectives are met and goals are achieved. Productivity is maintained through proper workplace communication. Ineffective communication leads to communication gaps between employees, which can lead to wasted time due to confusion and reduced production [4]. The National Association of Colleges and Employers 2007 survey tagged communication skills, honesty, and integrity as the graduates most important skills and qualities [3].

Proper communication channels occur when information is passed from the sender to the receiver, and the information is understood by the receiver and can be responded to [4]. Just like the game of telephone, information passed from the source to a receiver has plenty of opportunities to change. Therefore, communication skills evolve to include speaking, reading, listening, and reasoning skills [4]. Best practices to have when verbally communicating include speaking clearly and listening carefully to make sure the information is understood, ask questions for confirmation of meaning to avoid misunderstandings, letting others speak, engage in difficult conversations when necessary, and ensure that one's tone is open and non-confrontational to encourage feedback [4].

The Four Communication Skills



We know that speaking person to person is not the only way that information is communicated in the workplace. Most correspondence takes place through electronic means in the form of emails, chat applications, and possibly through phone texts. When using any of these channels there are proper protocols as well for this form of communication. First, always read then re-read a message before sending to check for grammar and tone. Ensure the content of the email is relevant and has appropriate subject heading if it is required. Always make sure that all details are appended to the email so that those who are reading it can contact the sender. Be polite, be concise, and use valid points to avoid rambling. When communicating electronically, only CC those relevant to the conversation and avoid using emails for confidential information [4].

We are in a field where we will have to interact with clients or customers. We will be provided tasks specified by said individuals, miscommunication will most likely occur in many ways and create significant problems. To ensure effective communication with clients and customers one must speak clearly and accurately, specifically at a rate that a customer could

understand and provide correct information. One must be open and non-judgmental and have an open posture when communicating ideas or projects. Other ways to be effective when communicating with clients is to be respectful of their feelings. Be personable and use the clients name, it shows that they are valued as individuals with valid ideas and input. As mentioned before, one should have open posture which indicates acceptance. One wants their non-verbal communication to always display positive and appropriate body language [4]. This includes visually showing that you are interested in what the person is saying by giving appropriate eye contact and facing toward whoever is speaking. Using each of the skills in their respective situations will ensure communication channels stay on track and remain open and honest for positive production.

Teamwork is defined as a cooperative process that allows ordinary people to achieve extraordinary results [5]. A team has a common goal or a purpose where team members can develop effect, mutual relationships to achieve team goals. Teamwork relies on individuals working together in a cooperative environment to achieve common team goals through sharing knowledge and skills [5]. Teams are an integral part of many organizations and should be incorporated as part of the delivery of tertiary units. Successful teamwork relies upon synergism existing between all team members creating an environment where they all were willing to contribute and participate in order to promote and nurture a positive, effective team environment. [5]. Team members must be flexible enough to adapt to cooperative working environments where goals are achieved through collaboration and social interdependence rather than individualized, competitive goals. Below is a list of successful attributes that are needed for an effective teamwork as stated by Tarricone:

1. Commitment to team success and shared goals: all team members need to be committed to the same success and shared goals for a project to succeed. Successful teams are motivated, engaged, and aim for success.
2. Interdependence: Working together versus as individuals can offer a positive outcome to whatever challenge or project that needs to be accomplished. A positive interdependence brings out the best in each person.
3. Interpersonal skills: This is the ability to discuss issues openly with team members, be honest, trustworthy, supportive, and show respect and commitment to the team and to its individuals.
4. Open communication and positive feedback: actively listening to the concerns and needs of the team and valuing their contribution and expressing this helps to create an effective work environment.
5. Appropriate team composition: this is essential for team success. Team members need to be fully aware of their specific team role and understand what is expected of them in terms of contribution.
6. Commitment to team processes, leadership, and accountability: Team members need to be accountable for their contribution to the team and the project.

Emotional Intelligence plays an important role for employees in organizations. While tools and technology can help us learn and master certain skill sets, nothing can replace the ability to learn, manage, and master our emotions and the emotions of those around us [2]. To be successful the relationship between how teams embrace the six attributes, and how successful the team was in collaborating and developing a quality product. When we embark on a journey for higher education, we are expected to attain certain qualities and excellence in multilateral functions which include instruction, research, and community engagement. The keys to success is being able to use each of these tools as motivation to complete a task and maintain integrity. I will take the points that I have mentioned above into my field and use them to be successful in the future.

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