

Upgrading Employability Skills through Emotional Intelligence: A Study

Dr. Mutyala Suresh,

Associate Professor, Department of English, Koneru Lakshmaiah Education Foundation,
Vaddeswaram, Guntur-Dt, A.P. India. msphd@kluniversity.in

Abstract:

Employability can be defined as engaging in value-creating work, receiving compensation for it, and simultaneously acquiring knowledge to enhance future work prospects. Numerous discussions and investigations revolve around identifying the requisite skills and abilities in the workplace. This study aims to explore the employability skills essential for new engineers. The caliber of future engineers is intricately linked to the quality of engineering education, itself contingent on advancements in engineering curricula.

This review paper endeavors to compile a comprehensive list of skills sought by employers in our country, facilitating an assessment of similarities and differences among these identified skills. Information for this study is sourced from articles, journals, papers, and reports. The overarching framework suggests that engineering graduates should possess and demonstrate a set of generic skills, including effective communication, interpersonal skills, personal presentation skills, technical knowledge, leadership skills, self-assessment, and goal setting. When all these skills are based on the required emotional intelligence, students face numerous difficulties in acquiring them.

Key Words: Perception, Emotional intelligence, communication, presentation, investigation.

Introduction:

Emotional Intelligence (EI) refers to the ability to understand and manage one's own emotions, as well as the ability to recognize and influence the emotions of others. It involves a set of skills and competencies that contribute to effective communication, empathetic understanding, and successful interpersonal relationships.

There are several key components of emotional intelligence:

Self-awareness: This is the ability to recognize and understand your own emotions. It involves being aware of your strengths and weaknesses, as well as understanding how your emotions can impact your thoughts and actions.

Self-regulation: This component involves managing and controlling your own emotions. It includes the ability to stay calm under pressure, control impulsive reactions, and adapt to changing situations.

Motivation: Emotional intelligence includes being driven to achieve goals and being resilient in the face of setbacks. Motivated individuals are often more productive and focused on their objectives.

Empathy: Empathy is the ability to understand and share the feelings of others. It involves being attuned to the emotions of those around you, which can enhance your ability to navigate social situations and build strong relationships.

Social skills: This component involves effectively managing relationships, communicating clearly, and resolving conflicts. People with strong social skills can build rapport, influence others positively, and work well in collaborative environments.

Emotional intelligence is a crucial aspect of both personal and professional success. It plays a significant role in leadership, teamwork, and overall well-being. Individuals with high emotional intelligence are often better equipped to navigate the complexities of social interactions, make sound decisions, and positively impact their environments.

Several models and frameworks exist to measure and assess emotional intelligence, and various training programs aim to enhance these skills. As our understanding of emotional intelligence continues to evolve, its importance in personal and professional development becomes increasingly apparent.

What are the best ways to increase self-understanding?

Journaling is a powerful tool for improving self-awareness. Spending a few minutes each day writing down your thoughts can elevate your self-awareness to a higher degree. But one has to be honest in his attempt of writing, else whatever one writes may not lead to self-awareness.

Another good practice in these lines is being slow in disposition. When confronted with strong emotions like anger, take a moment to slow down and examine the root cause. Remember that, regardless of the situation, you always have the power to choose how you react.

Is there any way for self-regulation?

One has to know the values system that one comes from. Clearly define the values one refuse to compromise on. Understanding one's core values helps one to make ethical decisions more easily, aligning with the principles. Being accountable to self is another key factor in this regard. Instead of blaming others for mistakes, commit to admitting your errors and facing the consequences. Taking responsibility not only earns you respect but also contributes to better sleep at night.

Try to be calm and composed: In challenging situations, observe your reactions. Consider practicing deep-breathing exercises to maintain calmness. Write down negative thoughts, then discard them – this allows you to express emotions privately and challenges your reactions for fairness.

Where does one get motivation?

Always better to assess one's own self: Remind yourself why you chose your career. If unhappiness sets in, use techniques like the Five Whys to identify the root cause and gain a new perspective.

Check the goals and palms: Ensure that your goal statements are fresh and energizing. Revitalize your commitment to your objectives.

Understand the level of motivation: Assess your motivation for leadership. Tools like the Leadership Motivation Assessment can provide clarity and direct you to resources for improvement.

Try to be hopeful and keep positive: Maintain optimism in the face of challenges. Practice finding at least one positive aspect in every situation, fostering a mindset that looks for the good, even in setbacks or failures.

Be Sensitive: This is perhaps the second-most important element of emotional intelligence. Empathy is the ability to identify with and understand the wants, needs and viewpoints of those around. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic people are usually excellent in managing relationships, listening and relating to others. They avoid stereotyping and judging too quickly, and they live their lives in a very open, honest way. For leaders, having empathy is critical to managing a successful team or organization. Leaders with empathy have the ability to put themselves in someone else's situation. They help develop the people on their team, challenge others who are acting unfairly, give constructive feedback, and listen to those who need it.

If we want to earn the respect and loyalty of our team, then show them our care by being empathic.

How and we improve our **empathy**?

Get into the shoes of others – It's easy to support one's own point of view. After all, one likes to pat oneself. But take the time to look at situations from other's perspective. So that it helps in understanding the conditions better.

Having a suitable body language – Perhaps when you listen to someone, you cross your arms, move your feet back and forth, or bite your lip. This body language tells others how you really feel about a situation, and the message you're giving isn't positive. Learning to read body language can be a real asset when you're in a leadership role because you'll be better able to determine how someone truly feels. |And this gives you the opportunity to respond appropriately.

Be considerate – You ask your assistant to work late – again. And although he agrees, you can hear the disappointment in his voice. So, respond by addressing his feelings. Tell him you appreciate how willing he is to work extra hours, and that you're just a frustrated about working late. If possible, figure out a way for future late nights to be less of an issue (for example, give him Monday morning off)

Social Skills: People with strong social skills often find it enjoyable to interact with and appreciate others, showcasing yet another indicator of high emotional intelligence. Those adept in social dynamics typically excel as team players. Instead of solely pursuing personal success, they actively contribute to the development and success of others. These individuals excel in managing conflicts, possess excellent communication abilities, and demonstrate mastery in establishing and nurturing relationships.

Leaders who possess strong social skills also prove adept at handling change and resolving conflicts with tact. They demonstrate a proactive attitude, avoiding complacency and encouraging others to contribute. Setting a positive example through their behavior, they are not content with the status quo and willingly share the workload with others. Their leadership style reflects a commitment to both personal growth and collective success.

So how can one acquire **social skills**?

One way is learning about conflict management. Learning conflict resolution is a vital skill that empowers individuals to navigate interpersonal disagreements and disputes effectively. It involves developing the ability to address conflicts in a constructive manner, finding mutually

agreeable solutions, and fostering positive communication. Conflict resolution is not only about resolving differences but also about understanding the underlying issues and maintaining relationships. It requires active listening, empathy, and the capacity to see things from different perspectives. By acquiring conflict resolution skills, individuals can contribute to healthier relationships, both personally and professionally, and create an environment that encourages open dialogue and cooperation. Ultimately, mastering conflict resolution enhances one's ability to foster a collaborative and harmonious atmosphere in various aspects of life.

Improving communication skills is a transformative journey that enhances one's ability to convey thoughts, ideas, and emotions effectively. It encompasses various aspects, such as honing verbal articulation, active listening, and non-verbal cues. Strong communication skills enable individuals to express themselves with clarity, fostering better understanding and connection with others. Additionally, the capacity to empathize and adapt communication styles to different audiences contributes to successful interactions in both personal and professional settings. Developing these skills not only reduces misunderstandings but also promotes a positive and collaborative atmosphere. As a crucial life skill, improved communication empowers individuals to navigate challenges, build meaningful relationships, and thrive in diverse social and professional environments.

Learning to appreciate others is a fundamental aspect of building positive and enriching relationships. It involves cultivating a mindset that recognizes and values the unique qualities, contributions, and perspectives of individuals around us. Genuine appreciation goes beyond mere acknowledgment; it involves expressing gratitude and recognizing the efforts and qualities that make others special. By embracing an attitude of appreciation, individuals contribute to creating a supportive and uplifting environment, fostering trust and camaraderie. This skill not only enhances personal connections but also promotes collaboration in various social and professional settings. Ultimately, the ability to appreciate others is a cornerstone of empathy and interpersonal understanding, fostering a more harmonious and fulfilling life.

As we have probably determined, emotional intelligence can be a key to success in our life – especially in our career. The ability to manage people and relationships is very important to all leaders, so developing and using our emotional intelligence can be a good way to show others the leader inside of us.

Emotional Intelligence and Leadership:

The good news is that emotional intelligence C A N be taught and developed. Many books and tests are available to help us determine and identify our current EI.

Emotional intelligence is a critical component of effective leadership, shaping how leaders navigate their own emotions and those of others. Leaders with high emotional intelligence are adept at self-awareness, recognizing and understanding their own feelings, which enables them to regulate their emotions in stressful situations. Furthermore, they demonstrate empathy, understanding the emotions of team members, fostering a supportive and collaborative work environment. Skilled in interpersonal relationships, emotionally intelligent leaders excel in communication, conflict resolution, and building strong connections with their teams. This heightened awareness of emotions allows leaders to make informed and empathetic decisions, inspiring trust and loyalty among those they lead. In essence, emotional intelligence is not just a personal attribute but a key factor that distinguishes exceptional leaders, contributing to organizational success and the well-being of the entire team.

Conclusion:

Most of the time we identify that all of us have different personalities. It is because some are different in terms of needs and wants, and some others show various emotions. Navigating through these requires tact and cleverness – especially if we hope to succeed in life. This is where emotional intelligence becomes important. Emotional intelligence helps us to recognize our emotions, understand others, and realize how our emotions affect people around us. Emotional Intelligence also involves our perception of others; when we understand how they feel, this allows us to form a bond and manage relationships more effectively.

So, try to be a person who never lets his temper get out of control, no matter what problems he is facing. Be a person who has the complete trust of his staff, always speak kindly, listens to the team, be easy to talk to and always makes careful, informed decisions. It is always better to spare time on knowing the self, regulating the self, motivating, sensible and having appropriate social behaviour. Working on this will help everyone succeed in the future.

References:

1. Bar-On, R.(1999), Baron Emotional Quotient Inventory: A measure of emotional intelligence (Technical Manual), Toronto, Canada: Multi-Health Systems

Research paper

© 2012 IJFANS. All Rights Reserved, **UGC CARE Listed (Group -I) Journal Volume 11, Issue 3, 2019**

2. Goleman, D. (1998), Working with emotional intelligence, New York, NY: Bantam Books
3. Ruderman. M.N Hannum,K. Leslie, J.B&Steed, J.L (2001) Leadership skills and emotional intelligence (unpublished manuscript)
4. Andreas Blom, H.S. (2011). “Employability & skills set of newly graduated Engineers in India” World Bank.
5. The comparison on priority engineering employability skills
6. <http://timesofindia.indiatimes.com/topic/employability-skills>
7. www.dnaindia.com/india/report-only-34-of-graduates-are-employable-survey-1933055