



EMOTIONAL INTELLIGENCE

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Carol Slessor is a corporate career coach who specialises in developing individuals confidence and self-esteem by using role-playing methods. Below she has provided examples of scenarios in which a healthy dose of emotional intelligence can save the day.

Conflict Resolution

A Board Director based in Europe who has 300 staff (mostly line managers) reporting to him in the UK, most of his time is spent out of the country. When he is in the UK his availability is limited as most of his time is spent in meetings, so he loses sight of his staff's welfare and need to talk. This is especially a problem if rumours are circulating of significant changes going on in the organisation which will affect their jobs and role. Consequently they feel left out of the loop, unappreciated, under valued and resentful that their needs are not being met or their opinions sought.

Annual Appraisal

Employees whose performance record to date has always been excellent, who for a period of time are showing signs of working below par. Understanding what the cause and effect is. What changes have occurred that have caused this change in behaviour, and how can it be resolved to everyone's satisfaction. Is the problem work related, personal or a combination of the two.

Assertiveness v Agressiveness

A colleague who up until now has always appeared to be in control and a natural leader who normally has a cheerful disposition and a joy to work with, all of a sudden is showing signs of stress. The organisation they work for has grown from 30 - 60 employees in a short period of time and they are expected to double or treble their workload. From always producing reports on time, which are exact and to the point, they are struggling to meet deadlines and are showing signs of tiredness and irritability and refuse help when offered.

Newly Promoted Managers

Moving up the corporate ladder has its benefits and anxieties. How will colleagues and friends respond to you in your new role - will they support you

and how will they react when you become their line manager and start taking control?