

## CHAPTER 5

# EMOTIONAL INTELLIGENCE AND LEADERSHIP

### ABSTRACT

The significance of emotional intelligence is increasingly being recognized as a crucial leadership skill. This chapter addresses this critical area, covering the fundamental components of EQ/EI (emotional quotient/emotional intelligence): self-awareness, self-regulation, motivation, empathy, and social skills. Also, the chapter explores the importance of understanding and regulating one's emotions for personal benefit and promoting positive interactions with others.

The chapter further discusses the central role of empathy in leadership, explaining how an empathetic leader can cultivate a positive and inclusive organizational environment, build trust among personnel, and motivate optimal performance. Through an understanding of emotions and perspectives of each other, one can make well-informed decisions, minimize the conflicts, and promote multidimensional cooperation within and outside the workplace.

The chapter concludes by addressing the importance of developing emotionally intelligent teams, promoting the selection of team members who possess not only exceptional technical expertise but also critical emotional intelligence. These recommendations aim to create an environment within a workplace that values free communication, emotional perception,

By Yang Li

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