

ROLE OF EQ IN WORKING WOMEN

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Abstract: Men and women have different kinds of Emotional Intelligence, high EQ for both sexes is the key to workplace success. Both men and women have emotional intelligence, according to EQ test developers, but each gender has a significantly different Emotional Intelligence profile. Women have much stronger interpersonal skills than their male counterparts but men have significantly higher sense of self and independence. The original research in Canada, performed on 4500 men and 3200 women is being confirmed by recent EQ testing being done by human performance consultants named, Buckholdt Associates, in Gloucestershire. This means that women are much more aware of their own feelings as well as those of others and relate much better interpersonally than men do. Men, however score more highly on self-regard and independence than women and also do better on dealing with events that are immediately stressful. The importance of EQ has taken over precedence the importance of IQ because the stress at workplace is increasing drastically and the tolerance for failure is becoming negative. In various fields ranging from arts, sports, theatre, military etc. To the much more refined ones as corporate, medical and civil servants, both the genders stand shoulder to shoulder. They are able to pit their strengths in the form of both intellect and physical endurance and are leading our nation towards a brighter future. The importance of the existence of EQ is acknowledged predominantly in the corporate and the field of education. These are two such fields that go beyond the testing of the intellect; they give a high importance to people's interaction skills along with the other mandatory skill sets required for the job.

Keywords: Emotional Intelligence Quotient (EQ/EI), Working women.

I. INTRODUCTION

EQ is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviours, moods, and impulses, and to manage them best according to the situation. Typically, "emotional intelligence" is considered to involve emotional empathy; attention to, and discrimination of one's emotions; accurate recognition of one's own and others' moods; mood management or control over emotions; response with appropriate (adaptive) emotions and behaviours in various life situations (especially to stress and difficult situations); and balancing of honest expression of emotions against courtesy, consideration, and respect (i.e., possession of good social skills and communication skills). Additional, though less often mentioned qualities include selection of work that is emotionally rewarding to avoid procrastination, self-doubt, and low achievement (i.e., good self-motivation and goal management) and a balance between work, home, and recreational life.

In essence, EQ is the pattern of how people's biases in their thinking leads them to think one thing or choice is better than another, as well as their clarity in differentiating within those biases to exercise clear and sound judgment especially in times of crisis management.

The dictionaries of the 21st century give a broader view and defines a working woman as a person who works for wages or earns a salary through regular employment. These employments could either be provided by external agencies or self generated. She is financially independent. She is the decision maker and policy maker in various fields at different levels.

The EQ-Intelligence is a written test containing short, one sentence items that is computer scored so that respondent's results can be compared to a multicultural normative database. It is being used for recruitment and managerial development purposes in a wide range of industries.

II. ROLE OF EQ IN WORKING ATMOSPHERE

We human beings are innately emotional creatures, which is why an inability to manage our emotions, or influence the emotions of those around us, can undermine our interactions and endeavours at every turn. Higher EQ (Emotional Intelligence Quotient) improves one's ability to cope with pressure, build trust, negotiate, influence without authority, navigate workplace politics, take smart risks, avoid reckless ones etc.

There is only one area which a business—or any organisation—needs to address if it wants to lift itself from averagely successful to excellent: emotional intelligence.

It is about leadership, teamwork, partnership and vision. Founded on excellent practice and understanding of communication, the emotionally intelligent business consistently excels in all these areas.

While research has found that women have an edge over men when it comes to expressing their emotions and perceiving the emotions in those around them, men are by and large better at compartmentalizing emotions so an upset in one area doesn't spill over into other areas.

These findings have important implications in the workplace. In the past men have dominated the top positions, partly because of their stress tolerance and independence, but for people skills are now becoming more important as a culture of team working and as collaboration takes effect. Women's higher scores in the interpersonal areas will now help them reach higher levels in the corporate world. This is especially true if they also develop high stress tolerance.

III. ROLE OF EQ IN WORKING WOMEN

In developed economies women liberalization has started much earlier, where today they have greater freedom and participation in professional and personal life also. Where as in India, which is a developing country, this freedom is found newly and is still in experimental phase. India being a conservative and patriarchal society for ages most of the changes were fought and the change was slow when compared to other nations.

For a long time in India, when the words “woman” and “working” came together, secretarial, clerical jobs or the job as a teacher were associated. The whole of the working women population across the country put together was miniscule when compared to the same

in other developed nations. It is only in the recent times that the women are able to aim and reach the senior management position, or even own their own businesses. This was previously related and assumed possible only to the male population. Though the number of women reaching the higher positions is increasing the challenges are also increasing. There has to be a paradigm shift in the mindset of the society on a whole.

One of the biggest challenges faced is how males treat their female boss and the commitment they are ready to put on the table. This is one such area where there might be unspoken disobedience among the subordinates and the peers. To manage to get the work done without compromising in the efficiency is a huge issue. Another common challenge faced by her is, work-life balance. There is no end to the work at home. . A man can give the excuse of overburden at the work place and pressures at the work place. But a woman has to dawn the role of a perfect housewife and manage the household chores without a single complaint. That would definitely add more stress to her because, if she is a career oriented woman, the pressure she faces in both the personal and professional front is very high.

IV. IMPORTANCE OF EQ

Once a woman is successfully able to climb the ladder and reach heights, she realizes that not many females around her in that position. We live in a country where even today the top positions are predominantly held by the male counterparts. It is a lonely road ahead. To add to this a woman today should learn to compartmentalize like a man and not carry any of the work stress back home.

High EQ also helps a woman to control her emotions and learnt to find a balance from within. If she is able to understand and acknowledge the importance of EQ she can equip herself with adequate knowledge to tackle with it. Once she learns to control and work around her emotions there is nothing that stops her from her growth.

V. CONCLUSION

Knowledge is power. Once we understand what EQ is and its importance, we need to collect as much information about it we are automatically solving half the problem. For once we acknowledge its importance and embrace it we can learn to increase the stress tolerance. Just the way once we knew higher IQ is required for managerial positions and we strived for it , we need to understand that higher EQ is also required to counterbalance it for a person's growth in career.

No matter how much we study or how high up the ladder we climb, being a woman automatically gives us certain responsibilities we cannot shrink from. This delicate balance between personal life and work is a tight rope walk. While at work a woman has a certain set of responsibilities and pressures to handle, but once she reaches home she has to have a personality change-over and turn into a homemaker ready to tackle personal challenges along with a fresh set of pressures. If this balance is not maintained or understood correctly, it might lead to higher rate of divorces for the younger generation.

If they give importance to one aspect of their life, that is either career or family, the other is automatically and sometimes unintentionally neglected. It is a hard choice a woman has to make at some point of her career or the other. But if proper EQ is practiced a woman might be able to handle the balance better. It is very important to learn to not only control one's emotion but also to understand other's emotion and give appropriate consideration to it.

Sympathy might make one a popular manager, but, it is empathy that makes one an efficient one.

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