

22/07/21

## IMPACT OF EMOTIONAL INTELLIGENCE AMONG THE BANK EMPLOYEES IN ERODE DISTRICT

**Dr. K.K.A. ALAGUAPPAN<sup>1</sup> and K. DHANALAKSHMI<sup>2</sup>**

1. Research Supervisor and Associate Professor in Department of Corporate Secretaryship, Kongu Arts and Science College (Autonomous), Erode.

2. Research Scholar and Assistant Professor in Department of Corporate Secretaryship, Kongu Arts and Science College (Autonomous), Erode

### ABSTRACT

Emotional intelligence is the capacity to understand and manage emotions. The skills involved in emotional intelligence are self-awareness, self-regulation, motivation, empathy, and social skills. Emotional intelligence is widely recognized as a valuable skill that helps improve communication, management, problem-solving, and relationships within the workplace. While emotional skills may come naturally to some people, there are things that anyone can do to help improve their ability to understand and reason with emotions. In this article, we discuss the impact of emotional intelligence of bank employees in banking sector of Erode District. This can be particularly helpful in the workplace, where relationships and business decisions often rely on the interpersonal understanding, teamwork, and communication. Applying emotional intelligence in the workplace gives the ability to create better relationships with the clients and coworkers and promote a positive work environment for the whole team.

Keywords: Emotion, Communication, Intelligence, Relationship, Environment.

### INTRODUCTION

In today's professional world, emotional intelligence is one of the most essential skills, and anyone cannot shy away from it. It is not an inclination. It's a human trait that is necessary for any worker in an evolving workplace. As the global economy has developed into a system characterized by collaboration, negotiation, and communication with all the conceptual ambiguities those denote emotional intelligence has grown to play a bigger role in the public sphere. Emotional intelligence is correlated with traits like perseverance, self-control, and performance under pressure. It provides leaders, no matter their skills, with the emotional fortitude to adapt to change and deal with setbacks. Today, with increasing competition and stressful environment at workplace, maintaining high emotional intelligence is very important among bank