



EMOTIONAL INTELLIGENCE IN THE WORKPLACE

SUPPORTING STUDIES

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General Observations

The modern workplace can present many pressures and stresses, including heavy workloads, managerial scrutiny and criticism, competition with coworkers, complex decision making, legal threats, inadequate resources and competing needs.

Employees with high emotional intelligence are usually more successful in handling these pressures because they are better able to (1) handle pressure, (2) understand and cooperate with others, (3) be good listeners, (4) receive and apply feedback, (5) be empathetic to coworkers, customers and clients, (6) make more thoughtful and thorough decisions, and (7) set an inspiring example for others. [7 Reasons EI Is Becoming One of the Top Sought After Job Skills](#)

Relevant Articles and Studies:

1. [The Business Case for Emotional Intelligence](#) (2023)
2. [Soft Skills Are in Great Demand in the Workplace: Here's Why](#) (Feb. 18, 2024)
3. [7 Principles to Build an Emotionally Intelligent Culture](#) (2024)
4. [EI in the Workplace: What you Should Know](#) (2023)
5. [The Importance of Emotional Intelligence at Work](#) (2023)
6. [Why Emotional Intelligence is Important in Leadership](#) (2019)
7. [Is Your Company "Soft" Enough?](#) (2018)
8. [5 Emotionally Intelligent HR Policies Your Work Culture Will Suffer Without](#) (2018)
9. [Apple is Rated the Most Emotionally Intelligent Brand, Facebook the Least](#) (2018)
10. [Women Have This Advantage Over Men in Earning Higher Salaries](#) (2017)
11. [7 Reasons That EI Is Quickly Becoming A Top Sought Job Skills](#) (2017)
12. [Why Most CEOs Lack Emotional Intelligence](#) (2017)
13. [How Chipotle's New Short Film Is Using EI to Woo Back Customers](#) (2016)
14. [EQ Stories: Customer Service With Emotional Intelligence](#) (2016)
15. [Best Practices for Including EI in Real Estate Professionals](#) (2016)
16. [IQ Doesn't Predict Success](#) (2014)
17. [WSJ: Why Likeability Matters More at Work](#) (2014).
18. [Skill Shortage Ahead as Industry Shifts to Soft Skills](#) (2013)
19. [Emotional Intelligence Becoming Most Coveted Skill in the Workplace](#) (2013)

20. [You May Have to Show Emotional IQ to Get into Business School \(2013\)](#)
21. [Harvard Business Review: Improving Emotional Intelligence* \(2013\)](#)
22. [When Emotions Are High, Intelligence is Low \(2013\)](#)
23. [Six Seconds: Leadership and EI* \(20-13\)](#)
24. [Supercharge Executive Coaching with Emotional Intelligence \(2013\)](#)
25. [Why Do Employers Value Emotional Intelligence Over IQ \(2013\)](#)
26. [Six Seconds: The Amadori Case \(2013\)](#)

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