

York University

Faculty of Liberal Arts & Professional Studies

Internationally Educated Professionals Bridging Program

Group Project Proposal and Annotated Bibliography

In Partial Fulfillment

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ADMS 3015 - Professional Communication in a Canadian Context

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Group Project Proposal and Annotated Bibliography

We are proposing to present a project entitled “Emotional Intelligence.” Our group’s name is The Real Solutions consulting company, the Management team. IEPs bring cultural differences into a Canadian workplace context, so this topic will add value for IEP students because of its importance in our business day on how affectively we can manage ourselves and our relationships. As our team has different background, it will be a great opportunity to enhance each one’s experience, and how emotional intelligence (EI) relates to our experiences.

EI is an important skill for IEP students to develop because we believe that managers need to be aware of how to manage different emotions in the workplace either demonstrated by individuals or teams. We emphasize that emotional intelligence is a compound of attributes that distinguish the qualities that most managers should have. Moreover, this study will help IEPs to increase not only individual performance but team performance by utilizing members’ emotional intelligence in the most efficient manner. Furthermore, IEP students need to know and have the EI component in their experience. Despite of cultural differences, EI helps group of people in the organization to achieve its goals through a series of daily conversation, interactions and decisions. Each one involves interaction among people, and the more emotionally intelligent they perform, the more effective professionals they tend to be in their career.

The Real Solution consulting company is composed by members from different countries such as Brazil, Jamaica, Nepal, Nigeria and Morocco. Each member brings cultural differences and backgrounds experiences in the managerial position. According to our shared experiences, we come up to conclusion that emotional intelligence is a compound of words that are more developed and popularized in North America for its scope and researches. However, back in our

home country, the EI meaning and concepts was replaced by many other single skills and abilities that were present in our personal and professional lives.

Our presentation will emphasize how the EI's approach is recognized culturally in our home country. It will be organized as follow:

1. Through own experiences, we will share some examples in how EI is perceived or not in our home country when compared to a Canadian context. The experiences act as an important factor of motivation.
2. Can EI's IEPs be trained? Daft (2011) suggests that "Emotional intelligence can be learned and developed" (p.147). We will propose that EI can be acquired, developed and enhanced with practice at the point that, with combined effort, they can improve their perception on emotional intelligence. Many training programs intend to build leadership skills and they just include emotional intelligence as one of their components.
3. We will also recommend IEP student how to handle the cultural difference when they work in a Canadian work environment. How to develop their EI with due consideration with the cultural difference they might find in the workplace. We will give them cutting edge insight on how to plan and overcome their road map toward their personal career goal.

The EI information will influence IEP students in the way that they will become more effective in their relationship building with individuals and teams. The Real Solution consulting company would like to recommend each one of the IEP students to improve, develop or train their EI in the key areas that will help them to achieve success.

Annotated Bibliography

Chadnick, E. (2007). Emotional intelligence at work: Don't leave home without it. *Canadian HR Reporter*, 20(9), 14-15. Retrieved from

<http://search.proquest.com.ezproxy.library.yorku.ca/docview/220793122?accountid=151>

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Summary

In “Emotional intelligence at work: Don’t leave home without it” the author addresses emotional intelligence (EI) or emotional quotient (EQ) as a helpful tool in recruiting, developing and retaining top talented people. Chadnick states that EI or EQ is increasingly differentiating top performers in the business these days if compared to intelligence quotient (IQ). The reason is because while an individual can acquire and develop emotional skills related to EQ through training; the IQ cannot be developed - what you get is essentially what you have. In 1995, Daniel Goleman popularized the concepts of EI through his successful book, *Emotional Intelligence*. In 1997, the BarOn Emotional Quotient Inventory (BarOn EQi) was introduced in the market by Toronto-based MultiHealth System (MHS) which defines EI as a group of emotional, personal and social skills that helps the individual to deal and succeed in demanding environments and pressures. It is recognized to be a scientifically assessment that measures EQ in five major emotional competencies: interpersonal, intrapersonal, adaptability, stress management and general mood; distributed in 15 different areas. MHS’s work with emotional intelligence has linked different competencies to different professional areas, i.e. sales success is often linked with five competencies: independence, self-regard, assertiveness, self-actualization and optimism. On the other hand, effective leadership performance is linked with four competencies: the ability to take action, tough minded, participative management style, and centered and

grounded. Many companies such as CIBC, American Express, the FBI, Air Canada, to name a few, have applied EQ-i in their process of profiling, recruiting and developing their top talent employees. Chadnick concludes that EQ-i is also recognized to be a good coaching tool that, with applicable training, experience and coaching, helps to improve job performance.

This article is relevant to our presentation because once EQ involves one individual's ability to recognize, control and manage your own emotions, as well as to recognize and understand the emotions displayed by others; it will influence IEP students to become more emotionally effective in both personal and professional relationships. It will be also useful to our presentation because we believe that managers need to be aware of how to manage different emotions in a business either demonstrated by individuals or teams. The IEPs need to know that in the workplace, people with EQ has shown double performance if compared to IQ and that more than 80% of professional competencies that distinguish top performance are related to EQ.

By Osvaldo Santos

Daft, R. L. (2011). *The leadership experience* (5 ed.). Mason, OH: South-Western Cengage Learning.

Golnaz1,S.(2011).Emotional Intelligence: can Be Taught?.*T+D*, 65, pp.84-85. Retrieved from <http://ezproxy.library.yorku.ca/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=65123099&site=ehost-live> ">Emotional Intelligence: Can It Be Taught?

Summary:

Manktelon, J and Carlson, A's article entitled "Emotional Intelligence in Leadership" is about the importance of Emotional Intelligence for leaders. According to the authors, emotional intelligence is the ability to understand and manage your own emotions in a way that help you interact effectively with people, so being aware of your strengths and weaknesses allows you to know about you feeling and its impact on other people, thus, self-regulation which is about holding yourself accountable, it means everyone has to admit his/her mistake and face the consequences, and practice how to be calm in a challenging situation. Another element is the motivation; the successful leaders are the leaders who work consistently toward their goals, so they adopt some strategies that help motivate themselves such as, being optimistic, the more we have the positive vision the more we are motivated. Ultimately, there is the Empathy, which is the ability to put yourself in someone's situation and respond to other's feeling.

The authors came to the conclusion that a good understanding of your emotions and their affect on other people lead to a very significant success in both personal and professional life.

(Summarized by Zahra Oulkfif)

How my resources will contribute to our presentation:

In our business day, many researchers revealed the importance of emotional intelligence for jobs that require a high level of interaction with people, more specifically management, sales, customers etc... my above resources are very helpful to our presentation because they will provide all the IEP student the skills that are necessary to succeed in their professional life, in other words, a good understanding of emotional intelligence allow all the IEP student to learn how to recognize, predict, and manage their emotions in a way that allow them to motivate and cooperate with other effectively.

(by Zahra Oulkfif)

Madhok, A. (2009). Why is the russian guy stepping on my toes? *Canadian HR Reporter*, 22(14), 23. Retrieved from

<http://search.proquest.com.ezproxy.library.yorku.ca/docview/220782718?accountid=151>

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Summary:

Here in this article, the author illustrates the importance of cultural intelligence. Culture Intelligence is different than emotional intelligence and IQ. In fact, Culture intelligence start after emotional intelligence and IQ. Emotion Intelligence is about knowing the people whereas culture intelligence understands why they are doing so. Some actions are meant the other way whereas they are perceived other way. A Russian guy stepping your toe might offend you in fact it is a gesture to avoid conflict. Cultural intelligence can be developed through the process of understanding and adaptation. There is a myth about the world being a small place but in fact the world is a big place when you consider the dimension of the different culture working in a single place.

This article will be helpful to IEP student to known about the basic cultural difference which they will interact at work. We have worked in a Canadian business environment and we will share our experience to overcome these hurdles. I believe prevention is better than cure. It is not wise to build many hospitals for road accident. It is better to build the infrastructure which aids in decline in accident like building roads, maintenance of pot hole in roads, building pedestrian and traffic light, and using signals and speed limits in the road. This presentation will aid IEP to adjust and work effectively with the persons from different culture.

(Summarized by: Bipin Nath Shrestha)

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Retrieved March 12th 2014 from <http://www.aabri.com/manuscripts/10535.pdf>

SUMMARY

In recent years, emotional intelligence (EI) has been a popular topic of debate in the field of management. It has been praised as a successful predictor of job performance and leadership ability. Authors have also claimed that emotional intelligence predicts success at school. However, little empirical research has been conducted to test this assertion. In this study, the relationship between emotional intelligence, as measured by the Trait Emotional Intelligence Questionnaire Short Form (TEIQue SF) and academic performance were examined in a sample of undergraduate business students (N=193). Emotional intelligence was found to be positively associated with work experience. Despite this finding, emotional intelligence was not significantly associated with age. Global trait emotional intelligence was not significantly associated with academic achievement. However, students in the mid-range GPA had a significantly higher mean “well-being” factor score than students in the lower and higher-range GPA. Implications and recommendations for developing emotional intelligence in students are discussed.

IMPORTANCE OF EMOTIONAL INTELLIGENCE TO IEP STUDENTS.

I believe emotional intelligence will help the IEP students in our daily activities as well as in whatever organization we ourselves if we apply it correctly hard on building our emotional intelligence. Emotional intelligence will contribute virtually to every aspect of our lives. Like,

our performance at work, our physical and mental health, and in our everyday relationship with colleagues, fellow students and people in general.

WALE OJO

Thomas Reuters Canada Ltd. (2012, Oct. 18). Managers and Supervisors keen to improve EI skills: *Canadian HR Reporter*, Retrieved March 10, 2014 from: <http://www.hrreporter.com>

Managers and Supervisors consider it important to improve their Emotional Intelligence on a continuous basis. They have several challenges in the workplace that needs to be dealt with and can only be done if you have Emotional Intelligence. EI is a skill that is learnt over time and it is the ability of Managers and Supervisors to deal with the negative emotions of their staff and how best to rectify the problems that they have to deal with. Managers and Supervisors have to know how to deal with the day to day conflicts and how to communicate their actions to staff. A study was done which showed that female Managers and Supervisors have a higher skill rate than men in dealing with EI, to manage the different emotions of their staff. It was also found that older managers and supervisors were more able to deal with EI in the workplace, which would be attributed to their years of experience. Emotional Intelligence is imperative for anyone in the Management or Supervisory field. Staff relies on them to deal with situations in a manner that there is a amicable solution and everyone is satisfied. They have to learn to not make decisions irrationally and based on what they are feeling in a particular situation.

Emotional Intelligence in the organization that I worked for in my country

In my country, Managers and Supervisors do not usually lean on their knowledge of Emotional Intelligence. It is not studied or is it really practiced. It is usually learnt as you grow in a Management or Supervisory position. Staff usually stays in the job for 10 years or more and

dealing with Emotional Intelligence is a matter of trial and error when situations arise. As an IEP student, who is studying management, this article helps me to realize my roll in management when it comes to Emotional Intelligence. It is a learnt skill and as I progress in whether the roll of supervisor or manager, having EI will help me in dealing with my colleagues and those that report to me. I will be able to deal with conflicts in the workplace and to help diffuse situations.

How my Resource will contribute to our presentation

This resource will contribute to our presentation as we are looking at Emotional Intelligence in various context. This will also help to broaden my knowledge of EI and how I will be better able to deal with it in the Canadian workplace.

Nadine Anderson

Whetten, D. A., & Cameron, K. S. (2011). *Developing management skills*. Saddle River, NJ: Prentice Hall.