



In this issue:

- *A manager's Guide to Emotional Intelligence*
- *GEA Remuneration Survey report 2018 out for sale*

A MANAGER'S GUIDE TO EMOTIONAL INTELLIGENCE

Introduction

We have all heard about Emotional Intelligence (EI). We are probably also very aware of how important it is, or at least how important it is supposed to be, in our professional and managerial lives. Yet, despite all the books and articles that preach of its importance, there are few materials that actually inform on HOW managers can improve their EI competence. As a result, many people view EI as something innate, where one either possesses it or does not. Fortunately, that is not true. The fact is that EI competence can be learnt, improved, and mastered.

Meaning of Emotional Intelligence

Many people think of EI as something necessary only when dealing with other people. This is not really the case. EI actually begins internally. The first of the five aspects of EI starts by recognizing one's own emotion (self-awareness) and is followed by managing it to situations (self-management). These two elements feed self-motivation. EI is also about understanding how other people feel by perceiving their emotional signals and status (social awareness, also called empathy), and using this knowledge to effectively respond in an appropriate way (social relationship).

Emotional intelligence, at its core, is all about personal mastery and people management. The benefits of EI begin the moment we are prepared to think and behave differently using emotional intelligence. The mastery of EI is the starting point to move forward and create a new level of experience for ourselves and others.

Effective management

Effective managers focus on behaviors that matter, adopting the relevant behaviour that adds value to their organisation.

Their choice of behaviors is based on how they can make a difference in the workplace, considering the context and expected outcomes of their decision. Given that most managers usually wish to be more effective when dealing with others, and the fact that an effective leader as a manager understands that their role is more about their team and less about them, this edition of the newsletter will focus on how managers can improve the external aspects of EI.

Filling a bucket

The author Carol McCloud in her children's book titled 'Have You Filled a Bucket Today?' identified a series of behaviors that children could adopt to express kindness, appreciation and love by 'filling the buckets' of those around them. The author describes a 'bucket filler' as someone who 'is a loving, caring person who says and does nice things to make others feel special'. I think the modern day manager can learn a lot from this children's book.

The emotionally intelligent manager should focus on what is right with people. These managers should not only find ways to keep their positive emotions bucket full, but also go out of the way to fill other people's buckets. They also need to introduce practices and policies in their teams and the general workplace that actively encourage employees to fill each other's bucket. By recognizing people as people, and caring about their well-being, the Emotionally Intelligent Manager drives motivation and satisfaction among team members, leading to better results and sustained achievement.

Empathy

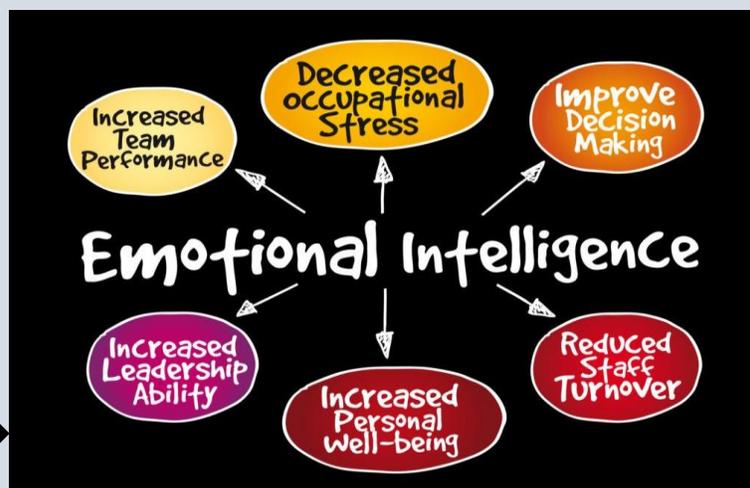
The bedrock of influencing, motivating, and inspiring others comes from an understanding of that person. Empathy, or being able to see life through that person's eyes, is core to that. But, how can we actually empathize with someone? For that, here is a simple framework called W.I.N.E. All one needs to do when dealing with someone is to ask "What is this person's W.I.N.E.?" W.I.N.E. stands for Wants, Interests, Needs, and Expectations. These elements represent the motivation, actions, and behaviour of most people.

When consciously making an effort to analyze a person's W.I.N.E., emotionally intelligent managers engage empathy to view life through the lens of the person they are interacting with, putting themselves in a better position whereby they can tailor their approach to achieve the best results for all parties.

Infographics of Emotional Intelligence

Conclusion

With the mastery of EI skills it is easy to be the 'bucket filler' and let positive emotions bloom and flourish in the workplace. The outcome of positive emotions at work is undeniable. Managers who are EI competent not only demonstrate a broader level of thinking when seeking possible solutions but also able to inspire and transform others.



GEA REMUNERATION SURVEY REPORT 2018



The GEA would like to inform members (especially members of the manufacturing sector) that its 2018 Remuneration Survey Report has been published and ready for sale at **GH¢1,500 per copy**.

The Report highlights remuneration (Salaries and Allowances) levels of thirty-five (35) Manufacturing entities in the country.

Copies of the report can be obtained from the **GEA offices in Accra, Tema, Kumasi and Takoradi**.

For More Enquiries, kindly Email Us Via gea@ghanaemployers.com or **Contact**

Accra office: 0302-678455

Tema Office: 0303-200353

Kumasi Office: 0322-041910

Takoradi Office: 0312-093983

THE EMPLOYER NEWSLETTER

May 2018