Emotional Intelligence and Diversity: How Does Emotional Intelligence Create a Culture that Promotes Diversity and Inclusion in the Workplace?

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Emotional Intelligence: How Does Emotional Intelligence Create A Culture That Promotes Diversity and Inclusion in the Workplace?

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“Emotional intelligence and diversity incorporate the ability to feel, understand, articulate, manage, and apply the power of emotions to interactions across the lines of differences” (Gardenswartz, Cherbosque, & Rowe, 2010, p. 76).

**Self-awareness**- Being self-aware of our feelings and beliefs is key to understanding our biases.

**Self-management**- Having the self-control to keep disruptive emotions and impulses in check.

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**Social awareness** - A prerequisite for treating all people with respect, empathy and building strong relationships.

**Relationship management** - Maintaining interpersonal relationships and group cohesiveness is essential to leading diverse and inclusive teams.

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Figure 3. Maetrix (2011) Emotional Intelligence. Retrieved from https://www.allpossible.co/emotional-intelligence
Emotional Intelligence for People-First Leadership at FedEx Express

Six Second Emotional Intelligence Assessment Before and After Scores

Outcome Scores Pre/Post

Enhance Emotional Literacy: Before 110, After 130
Apply Consequential Thinking: Before 115, After 120
Increase Empathy: Before 105, After 115
Decision Making: Before 120, After 135
Relationships: Before 115, After 130

Before - Red | After - Blue
References


Maetrix (2011). Figure 3. Emotional Intelligence. Retrieved from https://www.allpossible.co/emotional-intelligence

The Conversation (2016). Figure 2. When good intentions aren’t supported by social science evidence: diversity research and policy. [online image]. Retrieved from https://theconversation.com/when-good-intentions-arent-supported-by-social-science-evidence-diversity-research-and-policy-54875