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### 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?**

**Jaimee Hanscom**  
M.S. in Leadership  
2019

Granite State College

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

“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.



Figure 1. Big Education Ape (2015). The Compelling Research on Diversity. Retrieved from <http://bigeducationape.blogspot.com/2015/12/schools-matter-compelling-research-on.html>

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



Figure 2. The Conversation (2016). Retrieved from: <http://theconversation.com/when-good-intentions-arent-supported-by-social-science-evidence-diversity-research-and-policy-54875>

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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.

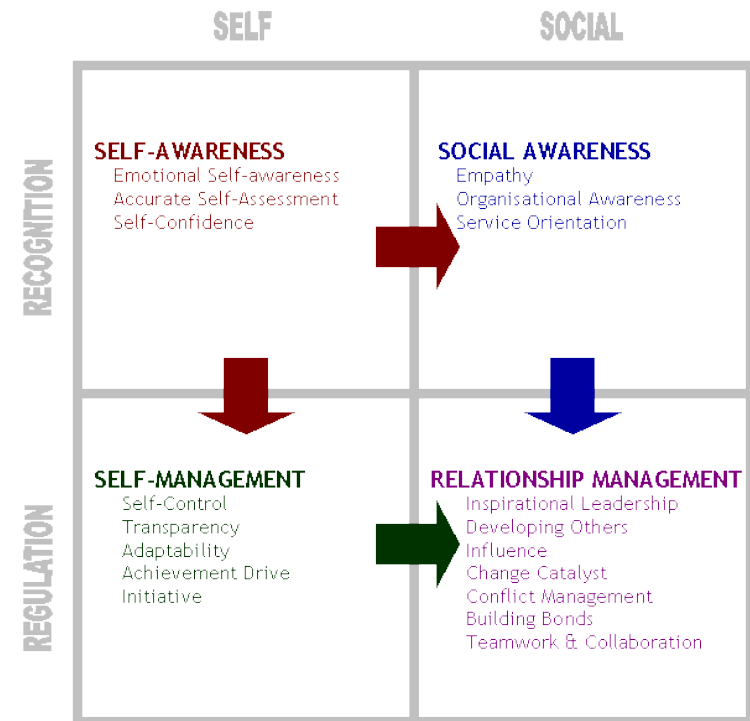
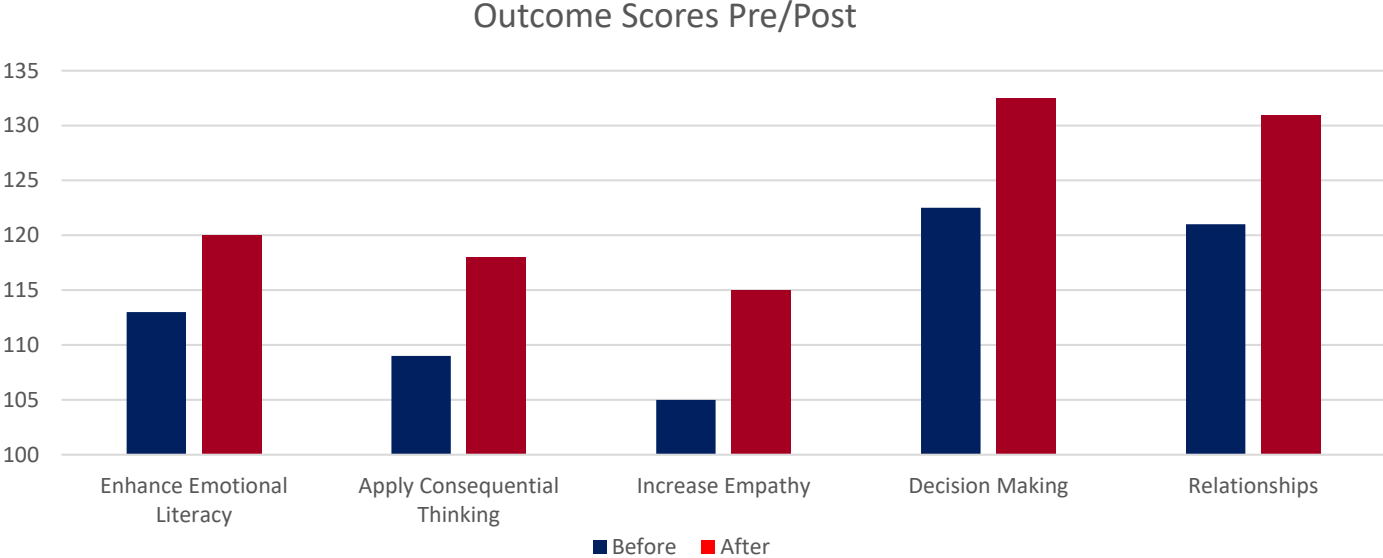


Figure 3. Maetrix (2011) Emotional Intelligence. Retrieved from <https://www.allpossible.co/emotional-intelligence>

# Emotional Intelligence for People-First Leadership at Fed Ex Express

Six Second Emotional Intelligence Assessment Before and After Scores



## References

Big Education Ape (2015). Figure 1. The Compelling Research on Diversity [online image]. Retrieved from

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Gardenswartz, L., Cherbosque, J., & Rowe, A. (2010). Emotional intelligence and diversity. A model for differences in the workplace. *Journal of Psychological Issues in Organizations*, 1(1), 74-84. Retrieved from

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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>