



EMOTIONAL INTELLIGENCE IN PROFESSIONAL SETTINGS

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Abstract: Sharing feelings in professional settings has long been frowned at all over the world. Nowadays, it is no longer considered taboo in professional settings, be it banking, business, government, IT, management, medicine, military, psychology, sales, etc. This paper focuses on emotional intelligence in business from the perspective of artificial intelligence, individual performance, job satisfaction, leadership, and stress. The conclusion of the paper is that emotional intelligence is crucial in the solution of the problems arising in banking, government, IT, management, and sales.

• Introduction

Emotional intelligence is defined as a component of social intelligence, involving the ability to perceive, understand, discriminate, and manage one's own emotions as well as those of others, using this information to guide thinking and behavior. It entails the development of personal competencies (self-awareness, self-confidence, self-control) and social competencies (empathy, motivation, social skills), and is recognized as a key factor in achieving success across various fields such as business, education, medicine, and psychology. By integrating personal and social dimensions, emotional intelligence significantly contributes to effective adaptation and harmonious interpersonal relations in complex contexts.

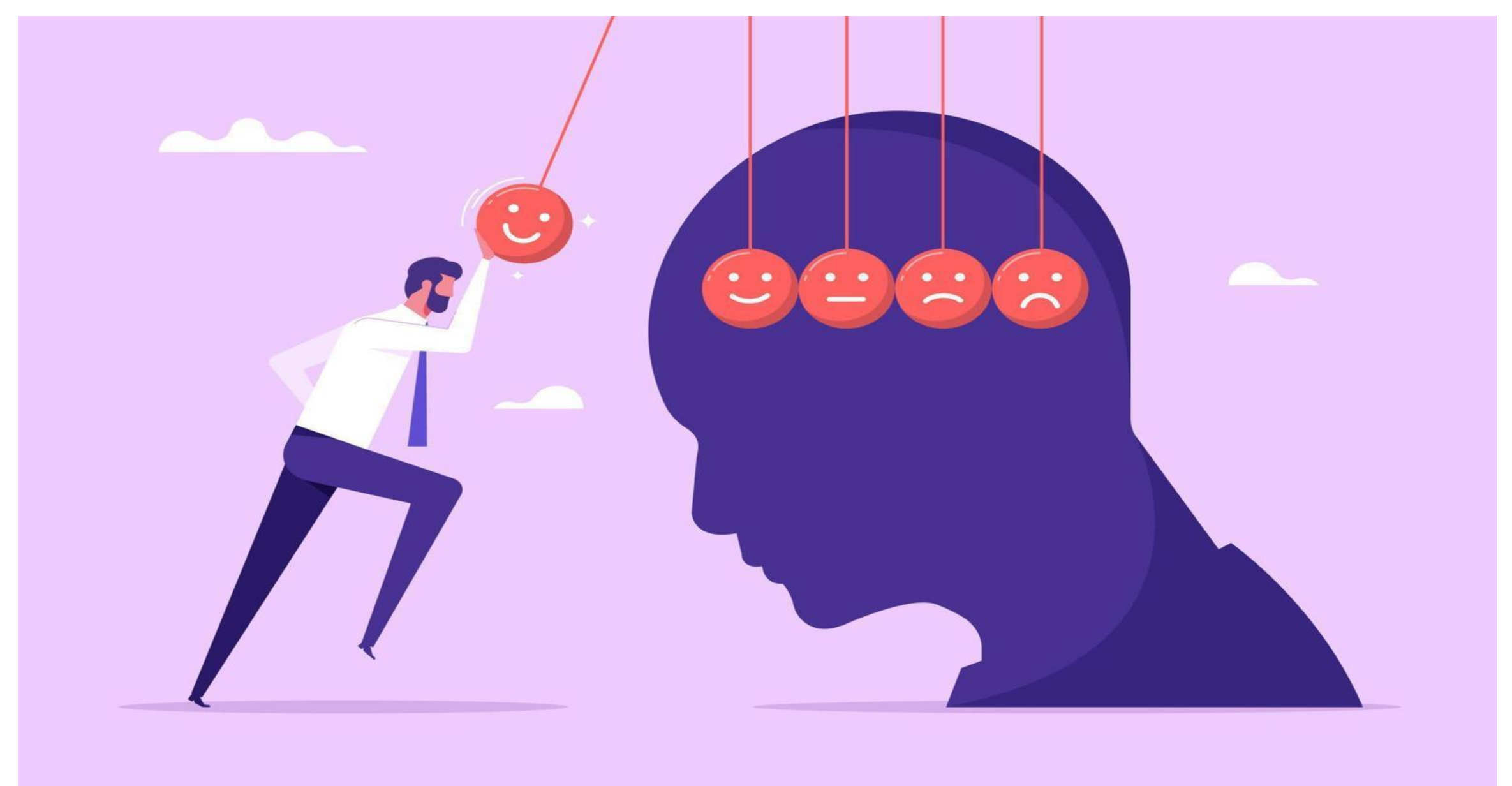
• Material and method

The material used in this study consists in the most searched articles and books on the Internet dedicated to emotional intelligence. These articles and books present emotional intelligence from a double perspective – theoretical (definition, classification, components, etc.) and practical (analyses of the role of practical intelligences in business from the perspective of artificial intelligence, individual performance, job satisfaction, leadership, and stress).

The research method used is bibliographic (it consists in the revision of existing bibliographical material with respect to emotional intelligence in professional settings).

• Results and discussions

In recent decades, numerous researchers have examined the role of emotional intelligence in professional environments, highlighting its relationship with artificial intelligence, individual performance, job satisfaction, leadership, and stress. Goleman introduced the concept of "emotional competence" in the professional setting, structured into two main directions: personal competencies (self-awareness, self-regulation, motivation) and social competencies (empathy, social skills). Studies have shown that emotional intelligence has a significant impact on professional success, work relationships, and organizational performance, with a greater predictive power than IQ or technical competencies. Additionally, recent research has explored the relationship between emotional intelligence and artificial intelligence, emphasizing that, for now, AI cannot replace essential emotional skills. Regarding occupational stress, it has been found that employees with high emotional intelligence manage stress at work more effectively. In conclusion, emotional intelligence is considered an essential competence for both individual success and organizational performance.



• Conclusions

The bibliographic study of most searched articles and books on emotional intelligence has led to the following conclusions:

- The most comprehensive definition of emotional intelligence belongs to Goleman and it dates from 1995;
- The study of emotional intelligence focused on fields such as business, defense, education, medicine, and psychology;
- Emotional intelligence relies on competency in two major directions – self and social;
- The study of emotional intelligence in professional settings – banking, business, government, IT, management, medicine, military, psychology, sales, etc. – has focused on “the relationship between emotional intelligence and artificial intelligence, individual performance, job satisfaction, leadership, and stress;”
- Most studies have been dedicated to “the relationship between emotional intelligence and leadership.”

