

Strive to Thrive

Career Tips For Ted Rogers School Students

These reports leverage the expertise of BCH staff to share best practices for students & alumni.

January 2025

Emotional Intelligence: A Key to Success in Business

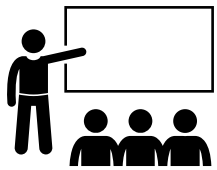
Emotional intelligence (EI) is a key skill set for success in today's business world. This report explores the concept of EI, its importance in professional settings, and practical ways to develop and apply it in your career.

EI refers to the ability to recognize, understand, and manage our own emotions, as well as the emotions of others.

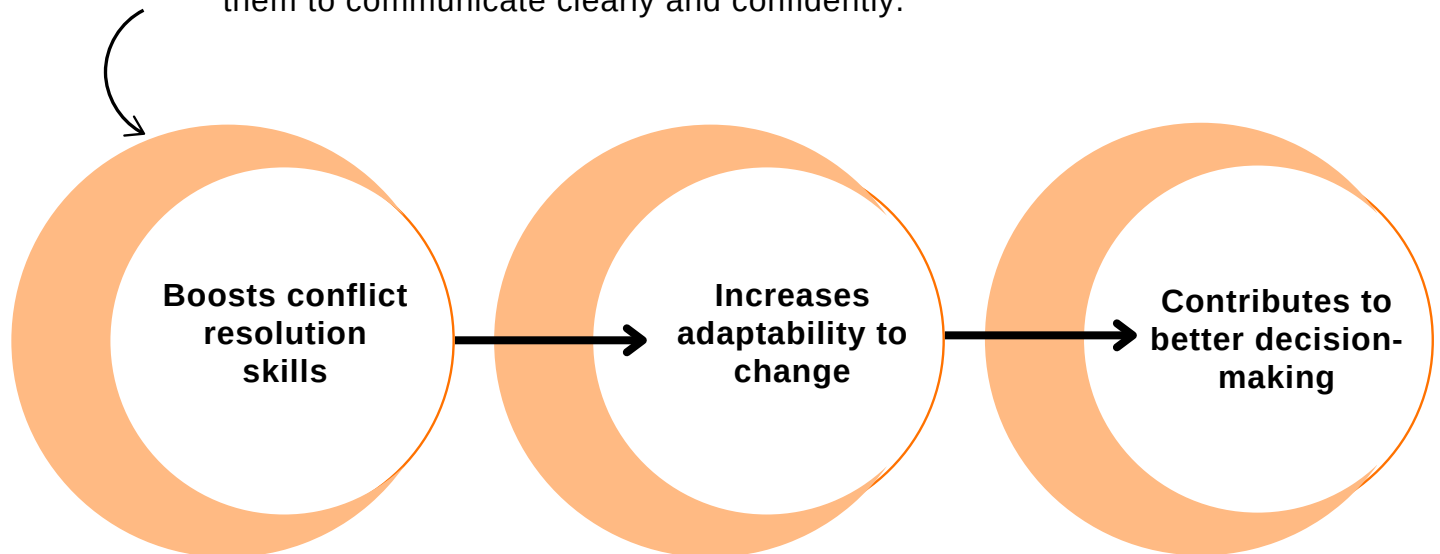


Why is Emotional Intelligence Important in Business?

Improves Communication



EI improves communication skills which is essential for a strong workforce. For instance, if an employee feels nervous before a presentation, they might appear flustered and struggle to express their ideas. In contrast, an emotionally intelligent employee would recognize their nerves and maintain control, enabling them to communicate clearly and confidently.



Enhances Leadership Capabilities

These are all important factors in business and are also essential skills for leaders. A lack of emotional intelligence can lead to decreased employee engagement and higher turnover. Enhancing emotional intelligence improves relationships, fosters team dynamics, and promotes empathy, benefiting both career advancement and organizational success.



Developing Your Emotional Intelligence

There are many ways in which you can develop emotional intelligence. The following key skills can help you achieve them.

EI encompasses five key components:

Self-awareness

Self-regulation

Motivation

Empathy

Social skills

Self-management

Is the ability to effectively manage your emotions and impulses, take initiative, fulfill commitments, and adapt to change.

How can you develop it?



- Process upsetting information without losing control
- Learn to manage stress
- Stay emotionally present
- Use emotions as valuable insights about yourself and others

Self-awareness

Is being conscious of your emotions and their impact on your thoughts and behavior. It involves understanding your strengths and weaknesses, and being self-confident.

How can you develop it?

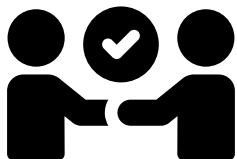


- Reflect on your emotions and their effects
- Identify your strengths and weaknesses
- Work on building self-confidence

Social-awareness

Is the ability to understand and interpret nonverbal cues that reveal others' emotions and priorities.

How can you develop it?



- Practice mindfulness in social situations
- Be present in the moment
- Avoid multitasking during social interactions
- Pay attention to subtle emotional shifts in others (body language)

Relationship Management

Involves possessing the skills to build strong relationships, communicate effectively, inspire others, collaborate in teams, and resolve conflicts.

How can you develop it?

- View conflicts as opportunities for growth
- Work on resolving conflicts constructively
- Foster trust and creativity in relationships

Applying Emotional Intelligence in the Workplace

Situation	Applying EI to the Situation	Result
Team conflict	Use empathy and active listening to understand different perspectives	Improved collaboration
Stressful deadline	Maintain composure under pressure, communicate clearly, resolve conflicts constructively, and delegate tasks efficiently	Enhanced productivity
Client negotiation	Leverage social skills for better communication, be curious (storytelling)	Increased client satisfaction



Did You Know?

Emotional intelligence is among the 10 most in-demand skills and will be through at least 2025.

75%

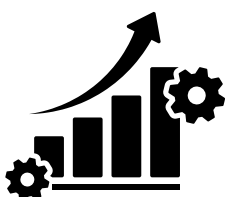
of managers use emotional intelligence to gauge an employees' readiness for promotion and eligibility for a raise.¹



Emotional intelligence was found to be the strongest predictor of performance out of 34 essential workplace skills.¹



Did you know that the Business Career Hub Offers **Skills Development** workshops as part of its Industry Prep Program.



First complete the first level of the series that focuses on Career Discovery tying into our emotional intelligence skills such as self-awareness where you can learn about your strengths and weaknesses.



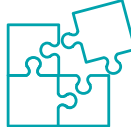
Students can then move on to our power skills workshops that focus on essential skills that will help you develop emotional intelligence.

Learn More for Free



LinkedIn Learning

Learn how to improve your emotional intelligence skills through courses offered on [LinkedIn](#)



Hub Insight

Curious about how to elevate these skills? Check Out this report on [Standing Out as an Employee](#)



Student Wellbeing

Find health, wellness, and academic support services on campus [here](#).

Visit the Business Career Hub

Employer Events

The BCH hosts several employer events to prepare you for your professional career. Refer to your weekly 'BCH Careers Newsletter' for a list of upcoming [events](#).

Bootcamps/Prep Programs

Advance your technical and soft skills, earn digital badges, and gain an advantage in today's workforce through bootcamps. Click here to [register](#) for current bootcamps.

Coaching & Mock Interview

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



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Career Consultant Contributor Alethia Davis-Hecker

Alethia is a Career Consultant and UWindsor Alumni with 6+ years of experience in the career services industry. She is the founder of SMILE (non-profit). She is passionate about encouraging students to live fruitful lives and aspire to greatness.



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Suleman is a Law and Business student currently working as a Client Engagement Associate at the BCH. Suleman is passionate about supporting people, learning new things and sharing knowledge. He is also always up for an adventure.

Data Sources

- 1 Bennett, M. (2024, November 19). The statistics on emotional intelligence in the workplace. Niagara Institute. <https://www.niagarainstitute.com/blog/emotional-intelligence-statistics>
- 2 Price, A. (2024, August 13). Council post: The importance of emotional intelligence at work. Forbes. <https://www.forbes.com/councils/forbeshumanresourcescouncil/2023/07/18/the-importance-of-emotional-intelligence-at-work/>
- 3 Segal, J., Smith, M., & Robinson, L. (2024, August 21). Improving emotional intelligence (EQ): Expert guide. HelpGuide.org. <https://www.helpguide.org/mental-health/wellbeing/emotional-intelligence-eq>
- 4 Viezzer, S. (2024, November 13). How to improve emotional intelligence. Simply Psychology. <https://www.simplypsychology.org/how-to-improve-emotional-intelligence.html>