Professional Development

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**Professional Development Program Proposal**

**Emotional Intelligence and Motivation**

Emotional intelligence denotes to the ability to identify and contain an individual’s emotions as well as the emotions of other people. There are four key building blocks that are associated with emotional intelligence and they comprise of emotional awareness, self-management, social awareness, and relationship management. An individual with high emotional intelligence in an organization has the capability to identify and comprehend their own emotions and the emotions of other people which increases his social skills in the workplace. In any organization conflict among employees has the ability to lower performance due to the effect it has on their wellbeing and focus. Emotionally intelligent managers have the capacity to motivate and inspire their subordinates to perform better and to achieve better results. Emotional intelligence is vital for a business since it enables business owners to resolve their employee retention and self-esteem challenges, improve communication, improve people’s relations and drive forward business objectives and goals.

Emotional intelligence is made up of building blocks that are critical in reducing conflict in an organization and increasing collaboration that influences the better achievement of the organization’s goals. These building blocks enable leaders to be aware of their strengths and weaknesses and how their behavior affects others in the process they are able to motivate and inspire their subordinates into better performance. Studies have shown a significant association amid worker’s emotional intelligence and their obligations and achievements. Emotional intelligence building blocks are vital in inspiring employees to improve their performance since performance is a function of skills, knowledge, capabilities, and motivations. Emotional intelligence building blocks are important capabilities in today’s organization due to their ability to change behaviors and motivations that improve the organization’s performance (Caruso et al, 2001).

The motivational theory was introduced by BF Skinner and it is based on the foundation that a person’s behavior is controlled by the outcomes. According to Skinner, the theory is grounded on the law of effect whereby a person’s behavior with positive outcomes is inclined to be repeated as opposed to behaviors with negative consequences. To influence members of an organization and resolve issues a manager can apply Skinner’s motivation theory that is based on the concept of reinforcement. Thus, a manager ought to expose his employees to positive response for preferred behaviors and negative response for the undesirable behaviors. Managers should positively reinforce actions and behaviors that result in positive consequences. These actions include a monetary bonus or a time-off reward which some of the positive feedbacks that can encourage further positive outcomes. Positive reinforcements can generally be linked to any kind of rewarding for jobs well done while negative reinforcement refers to any form of undesirable consequences for poor performance.

**Emotional Intelligence and Social Skills and Decision Making**

There are five notions of emotional intelligence that increase social skills and decision-making efficiency of the management team. The first primary concept is self-awareness which is exhibited by an individual’s knowledge on their own feelings. The principle behind this concept is that individuals who are self-aware have high emotional intelligence which enables them to make decisions based on a realistic assessment of their capability and knowledge. Self-aware is an integral emotional intelligence concept that enables the management team to make timely decisions which are not based on delusion thinking but on realistic assessment. The other core concepts of emotional intelligence include self-regulation, inspiration, empathy, and social skills. Self-regulation refers to the ability of a management team to manage their own emotions which enables the team to delay immediate gratification in order to pursue organizations goals and objectives. This emotional intelligence concept enables the management team to increase their efficacy in their decision making. Motivation is exhibited in individuals with high emotional intelligence which gives them the ability to endure impediments and challenges that increases their efficacy in decision making and social skills.

 Empathy is a core concept in emotional intelligence since it is rooted in the ability to know or sense what other people are thinking to make it an essential concept in promoting the efficacy of social skills in a management team. Empathetic individuals are able to show kindness and compassion towards others and they have the ability to see other people’s perspective especially during challenging times. Empathy is emotional intelligence that increases the management team’s social skills since they are able to understand each other’s perspective. Social skills are also a core concept in emotional intelligence that gives an individual the ability to handle their emotions and the emotions of others in a productive manner. Individuals with high emotional intelligence have the ability to utilize soft skills which enables them to communicate effectively, listen actively, collaborate and unify others. Social skills are a core emotional intelligence concept that increases the efficacy of communication, unity, and collaboration of a management team (Zeidner et al, 2004).

**Effective Teams**

An effective team is crucial for the success of an organization. A strong and effective team is the foundation of high performing business. An effective team has the capability of collaborating with each other in solving problems and making informed decisions in the organization. One of the core attributes of an effective team is the ability to communicate well with each other. Sharing of information is crucial for keeping track of the team’s advancements in accomplishing jobs efficiently. An effective team is able to effectively share ideas with one another, sharing their opinions, views, and thoughts and also take into consideration other people’s ideas. The other attribute of an effective team is paying attention to the team objectives and outcomes rather than focusing on the amount of work being done. Ineffective teams, everybody performs their reasonable share of the assignment and they also have a full understanding of their responsibilities and a feeling of belonging to their team. Another important attribute of an effective team is their support for each other which makes them be more productive in achieving organizational goals and objectives. Effective teams are diverse whereby each team member has unique skills, knowledge, and experiences that ensure that everyone is allocated roles on the basis of their skills and strengths (Caruso et al, 2001).

 Effective teams have good leadership, who operates as the adhesive maintaining the team unity and is accountable for setting the pace, offering motivation and inspiration and ensures that every team member is updated on the team’s progress. A strong team in an organization requires a team leader they can respect and trust. An effective team is well structured which is essential for streamlining operations in an organization. A team that is organized ensures that every team member has completed their tasks before deadlines and team goals are achieved effectively. Effective teams also have the ability to have fun together by enjoying each other’s time and getting outside the office occasionally to socialize. This enables them to build a good relationship with one another generating a relaxed working environment which reduces conflicts. There are several strategies that can be implemented to generate team capacity that would be of value the organization. The first strategy to be implemented is conducting a diagnosis on the team through individual interviews in safe spaces and also talking to relevant people find out more about the team members. The other significant strategy is addressing the issue quickly through open discussions in order to avoid conflicts and maintain a healthy relationship among team members. To create a dynamic team for the organization, there is a need to develop a team charter which clearly defines roles, inspire team associates, discuss their tasks and promote collaboration. Another effective strategy is enhancing supportive team culture which encourages robust associations amid distinct team members. To generate a dynamic team to benefit an organization, there is a need for implementing a strategy that would provide for the team open communication among team members (Lawler, 2003).

**Reward Systems**

Reward systems in organizations are implemented to either attract, motivate or retain employees. The ability to choose the right reward system is critical to ensure that the organization’s capability to employ and retain competent employees in a competitive global community is not affected. Rewards have the ability to influence employee’s attitudes, feelings, and behavior in the workplace. It is crucial that organizations implement a reward system that will promote positive outcomes from their employees. The best reward system for the organization would be an increase in the employees’ compensation package. Increase of the compensation package is a tangible reward system that will ensure that the organization’s productivity increases since the reward will serve a very basic motivational function. Employees who are motivated through this reward system are able to perform better and commit themselves to achieve the overall organizational goals and objectives. Increase of the employees’ compensation package will increase employee attendance and employee retention.

 The main strategy to implement in the organization to motivate employees and influence behavior is by ensuring that the workplace is pleasant to work in. The first step is ensuring that the organization updates working equipment to increase efficiency and also ensuring that the workspaces are aesthetically pleasing, well lit, functional and fun spaces. The other strategy is by ensuring that organizational leaders are respectful, honest and supportive. This will ensure that the organization has open communication which motivates employees to perform better by changing their behavior towards positive outcomes. Rewarding employees is also another critical strategy that can be used in the organization to motivate employees and influence them in changing their behavior. The organization should also implement a strategy that would give employees room to grow which will enable them to feel trusted and respected for their work (Kanungo & Mendonca, 1992).

**Conclusion**

 In conclusion, this paper discusses how emotional intelligence as a management strategy promotes teamwork, strengthens social relationships, enhance communication, increase general outcome and describing core attributes of effective teams and reward systems in an organization. The paper discusses strategies that can be implemented to develop a dynamic team and strategies that can be incorporated to motivate employees and influence change of behavior.

**References**

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