

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.

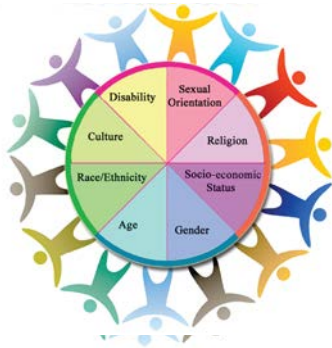


Figure 1. Big Education Ape (2015). The Compelling Research on Diversity. Retrieved from <http://bigeducationape.blogspot.com/2015/12/schools-matter-compelling-research-on.html>

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.

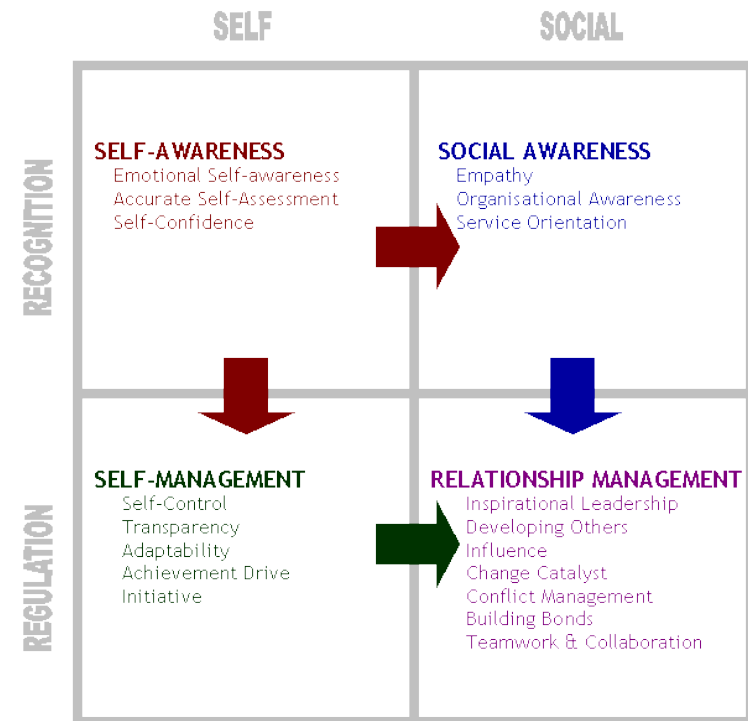
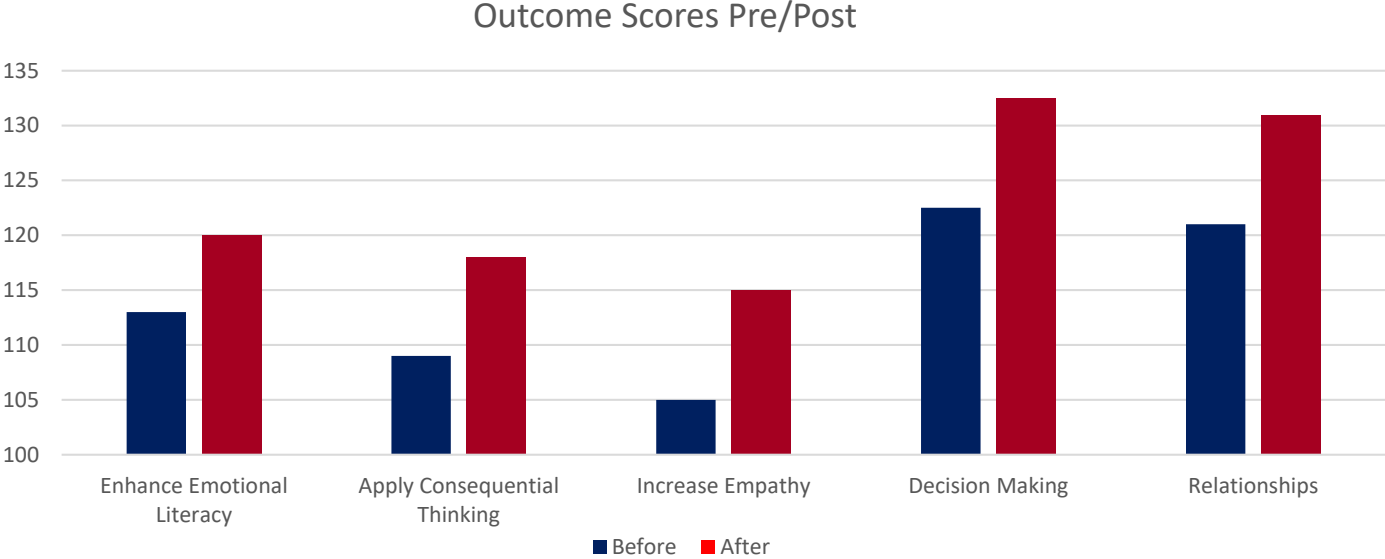


Figure 3. Maetrix (2011) Emotional Intelligence. Retrieved from <https://www.allpossible.co/emotional-intelligence>

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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