Title page

Principles of management

The article stresses on the significance of emotional intelligence in organizations for taking intelligent decisions. Managerial communications rely on manager’s ability of handling the situations and communicating with the employees. Therefore emotional intelligence plays significant role in improving their competency of dealing with the stressful situations. Manager who is capable of handling stress will think more critically and choose effective solutions. Managerial communications have critical role on improving manager-employees relationship. This allows leaders to eliminate information gap and share complete information. Emotional intelligence is also linked with handling employees of different ethnicities and cultural backgrounds. The purpose of the article is to highlight the need for emotional intelligence in effective managerial communications.

Intended audience of the article includes managers, leaders and young researchers. The article share information about the need for building emotional intelligence. Managers and leaders who are involved in managing organizational activities and teams during different projects can learn how they can build emotional intelligence for handling challenge g situations appropriately. It also yields information about managerial communications for sharing information with the employees on time. This enhanced understanding of usefulness of managerial communications among leaders and staff. Managers can learn that building EI will allow them to adopt adequate communication strategies that increase likelihood of completing project tasks on time.

Arguments made within the article supports the main topic that emotional intelligence is crucial for effective managerial communications. The authors uncover four factors of emotional intelligence including communication style, understanding of role, abilities, feelings and objectives. These factors allow managers to adopt understand employees and take appropriate steps according to the environment. The article claims that ignorance of employees feelings undermines the quality of communications. This depicts that the authors have stressed on understanding the feelings for avoiding negative reactions (Nguyen, White, Hall, Bell, & Ballentine, 2019). The authors argue that emotional intelligence is essential tool for acting appropriately in toxic work environment. It therefore depicts that the article has managed to support the main point.

The authors use adequate empirical evidence for supporting the main point. Several secondary articles and research studies are considered that proves positive association between emotional intelligence and managerial communications. This reveals that without controlling emotions it is not possible to build effective communications with the employees that undermines the quality of work. The authors have backed up their argument by relying on the research in previous studies. This depicts the reliability of the article. Many studies are used for confirming that the identified factors of emotional intelligence have positive role in building effective communications.

I think the article has stressed on an important matter because organizations are operating in competitive markets where managers need to intelligent and take wise decisions. In such situations they are more likely to encounter stress that could undermine their ability of managing organizations. Emotional intelligence is thus an important tool required for controlling negative feelings. This will help leaders in controlling stress and communicating thorough effective means for attaining organizational goals. I agree with the findings of the article because the claims are supported by empirical evidence. The logic provided by the authors in the article is adequate for providing a strong positive correlation between high emotional intelligence and managerial communications. The article has relied on thorough analysis for examining the role of each factor independently such as understanding the role and social awareness and self-management. The concept of self-awareness reveals that managers must have knowledge of their strengths and weaknesses. I agree with the findings that relationship management is an effective tool for creating and positive work environment and encouraging workers to perform better.

Reference

Nguyen, T., White, S., Hall, K., Bell, R. L., & Ballentine, W. (2019). Emotional Intelligence and Managerial Communication. *American Journal of Management, 19* (2), 54-67.