

Role of Social Intelligence At Workplace

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Abstract- *Social intelligence has emerged as one of the most vital concept within the organisations. Thus this paper aims to explore the prominent and effective characteristics and roles of social intelligence. The paper focuses on the need and application of social intelligence particularly in the working organisations. In the modern era every person wants to feel accepted and happy at workplace, the key being healthy work-relationship. It can further be stated that social intelligence is essential for effective leadership and help teams to work better within organisations.*

Social intelligence has received considerable attention of employees in many work places, as a technique for high performance and success. In this concern this paper can be helpful by providing guidelines to employees as well as employers about the importance of social intelligence. It further focuses on how one can acquire and develop social intelligence for the betterment of employees and prosperity of the organisation.

Keywords- Social Intelligence, leadership, work-relationship

I. INTRODUCTION

Social Intelligence can be stated as an individual's assortment of knowledge and ideas about the outside world. It develops from our experience with people and learning from success and failures in social settings. It is more commonly referred to as "tact," "common sense," or "street smarts." It is influenced by factors like self- confidence, and a desire to meet new people. Social Intelligence is the talent to decode the happenings of others and responding it alike. It can also be considered as the capability of acting intelligently while maintaining good human relations. Thus unlike academic ability Social Intelligence signifies one's ability of getting along with other people. It is also different from intelligence, as many exceptionally intelligent people may also struggle to maintain a good social life.

In spite of our mutual differences on opinions and perception on various aspects, we need to interact with other individuals. We need to relate and depend on others for our survival awareness, knowledge and growth. Social Intelligence plays a key role in teaching us the essential skill of adaptation. We are required to learn to make adjustments

within our life while relating to other individuals. We also need to adjust constantly according to various situations for sustaining and maintaining our relationships. Our self-confidence, self-esteem, and self-awareness are all influenced by our Social Intelligence.

Previously talented employee had the perception that they only have to be good at their jobs to excel in their profession, but the latest concept states that all the employees need to rethink about their style of working. This is why many employees have started realising that they can no longer remain employees in desk-jobs, and need to start taking a larger interest and part for the improvement and growth of the organisation.

It has been observed that people having better social skills have a happy life with successful career. It is not a surprise that these people have a better social skill, have more friends as they know how to nurture any relationship. People with high level of social intelligence comprehend the sentiments of other individuals and are also able to control their own emotional responses to these situations. They can understand why people behave in a certain manner. They understand how to respond in different conflicting situations with calmness and composure. Presence of these qualities is helpful in making the employee ideal for any job and organisation. Thus it can be stated that social intelligence has become the demand of the hour.

Importance of Social Intelligence at Work Place

- Having higher social intelligence helps in developing the ability of getting along with the peers, resulting in others willing to work in cooperation. Thus it can be considered as an investment for developing a better working relationship
- Individuals with higher level of social intelligence are in a better position to understand others. This ability is helpful in better treatment of other employees and if someone feels valuable in the organisation, he or she will willingly contribute towards the organisational goals.
- People with higher level of social intelligence help in bridging the gap between diverse workforces within

the organisation based on their cultural differences, backgrounds and upbringings.

- Social intelligence may be helpful in saving one's job or even in getting the promotion, as people with higher level of social intelligence are considered to be greater team player and solo act cannot help with progression of the organisation and the development of its employees.

Behaviour of a Socially Intelligent Person

Socially intelligent person has the ability to understand and monitor others' emotions. They are open-minded towards people's queries, thus are in a better position to deal with individuals. They also realize that certain words tend to intimidate and threaten people. They avoid the usage of such words, especially while sharing feedback on the people's performances. Socially intelligent people also have the ability to monitor their language in a manner that it avoids any conflict within the minds of the listeners. Leading to wise selection of words and language.

Essentials of Social Intelligence

1. **Good at verbal fluency and communication skills:** The person with good social intelligence can easily be identified, as he or she knows how to "work the room." These persons can easily communicate with wide variety of persons. They are also skilful and appropriate while deciding what to say and when to say. Thus they can be called as socially expressive people.
2. **Knowledge of Social Norms:** Socially intelligent people know about social norms, values, ethics and rules. They learn how to fit in various expectations of the society. In other words they know how to play the game of social interaction. As a result of which they are considered to be socially sophisticated and responsible individuals.
3. **Good listeners:** Socially intelligent people are good listeners. Thus others communicate freely with them. As a result, others have the feeling as if they have established a good connection with him or her.
4. **Understanding others emotionally:** these people are also good at observing individuals. People with high social intelligence adapt themselves according to what others are behaving and saying, in order to try to understand how the other person is thinking and feeling. Thus understanding peoples' emotion is a part of social intelligence.

5. **Good at various roles playing:** the socially intelligent people know how to perform various roles as per the expectation of the society. This helps him or her to feel comfortable amongst all types of individuals. As a result socially intelligent people are more self-confident and effective in the organisation.
6. **Good impression management skill:** People with higher social intelligence are able to create a good impression on others. Impression management is a delicate art of creating fine balance between managing and controlling the image being portrayed to others while being reasonably authentic and letting the others see the true self. This can be considered as one of the most complex element of social intelligence.

How to develop social intelligence?

In order to become a socially intelligent person one should work for becoming a good speaker and communicator. For this one can take help from various networking organisations or speaking groups. Other than this one should try to become an effective listener, this can be achieved through "active listening" where the listener reflects back on what one believes the speaker said in order to ensure clear understanding. Along with this one should study social situations and one's own behaviour. Person should also try to learn from his or her own social successes and failures.

Social Intelligence and organisations

In many organisations there is complete absence of communication amongst individuals as these organisations primarily focuses on getting the work done within the stipulated deadline. There is no procedure for employees for sharing ideas together and there's more importance on putting numbers on the board, as compared to encouraging employees to get connected to the organization.

This lack of required communication within employees often throws some people out from their own team, so before anything can be done to rectify it, the entire workforce often gets separated into some informal groups where the division is based on factors that are ideological and behavioural, as opposed to assignments and job responsibilities.

This situation can further get adverse if the managers within the organisation do not want any attention to trace back to them. This safe-playing attitude leads towards complete break down of any creative thinking and interactive approaches. Many organizations have informed it

in their annual performance reviews that some employees get habituated to the relaxed life and want things to run their way, as opposed to challenging new boundaries. When people get too relaxed within their roles, they stop taking effort for creative ideas. This attitude further triggers failure in understanding or empathising with their workforce. This results in postponement, disinterestedness, opposition, and frustration amongst employees within the organisation.

When considering Social intelligence, the first focus is always on the employees. Employees being heart and soul of any organisation the management needs to understand what the employees are going through. With the business world becoming more and more diverse, there is great demand and less supply of talent. In this situation the last thing any organisation would want is to lose their acquired talent just because of the situation that could have been easily avoided had someone listened at the right time. It has been observed that organisations that focus on putting the teams together tend to be more successful organisation.

Under the right guidance and supervision not only optimum talent of every team member may be achieved, but also give them the feeling of acceptance and respect within the organization.

II. CONCLUSION

Thus we can say that study focuses into the role of social intelligence within the work place. Right application of social intelligence at the work place has recently appeared as one of the most widely discussed area in the field of management studies.

It has been observed that individuals working within the organisations, if treated with respect and empathy develop the feeling of belongingness for the organisation. This can be fruitful for acquiring and retaining the talented workforce.

Thus, there is a high potential of applying social intelligence in a wider number of work settings. A successful application of this competency at work place can lead to greater organisational success, prosperity, productivity, employees' wellbeing and a healthy as well as happy organisation.

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