

Session on Emotional Intelligence and Productivity

Date: 3rd August 2018, Time: 10.00 am to 1.00 pm

"The Ruby", [4th floor, 29, Senapati Bapat Marg, Dadar \(W\)](#), Mumbai 400028



In "Principles of Psychology" published in 1890, Vol.1, William James, Father of American Psychology wrote "My experience is what I agree to attend to". This statement forms the basis for true productivity at workplace and is time-neutral with high relevance even today. With decreasing attention spans, high number of distractors and increasing contribution of emotional intelligence to the task outcomes, it is imperative that young HR Professionals be appraised of true enablers of productivity at workplace. HR Professionals are the ambassadors of the concept of productivity and can mobilize a large mass of employees towards this goal through their increased awareness, wide network and role in policy formulation as key influencers in the organizations.

In our endeavor do to help them achieve this, Bombay Chamber organized half day session on Emotional Intelligence and Productivity under the joint efforts of Startup Forum and Insurance committee on 3rd August 2018

Workshop was conducted by Mr. Sunil B. Sanas. He has been working with Hindustan Petroleum Corporation Limited since 19 years in myriad profiles including HR Business Partner and Capability Building.

He referred Emotionally intelligent employees are more likely to keep calm under pressure and better at resolving conflicts ,they tend to have greater empathy and are more likely to listen, reflect, and respond to constructive criticism.

It identified a significant positive correlation between EI on the frontline and better customer experience, sales and productivity, which in turn presents an untapped opportunity for increased sales and business growth.

Emotional Intelligence is a tool to understand and discover ourselves as well as to understand the perception of others about ourselves. In this connection, there are four key points one must examine: What I want to be i.e. my ideal self; what I am today i.e. my real self; what others see in me i.e. my perceived self; what I want to portray, portrayed self. This would lend a different perspective about us. Some may argue that a 360 degree appraisal would serve this purpose. However, that would only be one aspect of the self assessment. Achieving greater self awareness would require a deeper self diagnosis.

Program attracted total 15 no's of participants. It was targeted to Senior and Middle Management Executives, HR professionals, Functional Heads, Representatives of SMEs, Entrepreneurs from diverse industry backgrounds. Maximum participation, lots of questions, Role plays and enthused curiosity created an atmosphere of engagement, learning via fun.