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**EMOTIONAL
INTELLIGENCE AND
RESILIENCE APPLIED
IN MANAGEMENT AND
BUSINESS**

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Abstract: Self-motivation has become a skill that is constantly prestigious in selection processes: companies recognize and value living with the emotions that occur in daily work. According to studies carried out at Harvard University, only 15% of our results are linked to the level of technical development, while the other 85% are linked to issues of skills and attitudes. The D'hire platform carried out a survey and found that, of the 300 professionals in the Human Resources area who were interviewed, 54.4% consider the behavioral and technical characteristics of the hired professionals to be equally important. The results show that behavioral skills are unquestionably relevant to professional leverage, and self-motivation is considered the main competence to highlight employees. Therefore, although many people believe that emotional factors do not interfere in the business world, they are present at all times. That's because people move business, and people are moved by their emotions, whether positive or negative. Knowing how to recognize your emotions and understand how they behave, both in us and in others, can contribute to a better management of life's mishaps, learning how to live with and overcome the unforeseen that occur in the daily life of a company.

Keywords: Self motivation, Resilience, Behavior, Emotions.

INTRODUCTION

Do you know what self-motivation is? This concept is highly valued in business environments. This skill, when developed, directly impacts the behavior of employees in their work environment.

Thus, companies think about professional self-motivation and work out ways to develop it in their employees. In addition to contributing to the individual growth of each professional, the positive influences on the

organization are quite clearly perceptible.

The skills of self-motivation are: self-awareness, emotional control, self-motivation, empathy and interpersonal relationship skills. To define resilient behavior, two factors need to be considered: crisis and overcoming. From a critical or adverse situation, people show different types of behavior.

The resilient person understands the problem in front of him and uses resources to overcome it. This is not to say that the resilient individual is invulnerable or armored. It is not always a question of coming out of a critical situation unscathed, but of developing competences to face the crisis efficiently and coming out of it stronger.

EMOTIONAL INTELLIGENCE

Self-motivation is the intelligent use of emotions, that is, proposing intentionality by letting emotions intercede as an aid to behavioral and rational development.

For Goleman (2002) the leader capable of managing his emotions makes it possible to work better on the emotions of his subordinates; accompany the changes in the world of work propose that the organization adapts to the changes. Transparency and integrity are values that the leader who practices self-management must have, as it conveys an image of trust and is also an organizational advantage.

The number of cases in which encouragement can be applied in the workplace is immense for the purpose of extinguishing a complicated controversy with a colleague, completing a contract with an intractable customer, judging the boss, and many other challenges related to your work success.

When employees use self-motivation, it causes the emergence of a highly intelligent organization, where each one will be responsible for the growth of their own self-

motivation, applying it in the interrelationship with other people and their aptitudes in the organization as a whole. Emotions play an important role in your workplace.

Self-awareness is the first component of emotional intelligence. Self-awareness means a deep understanding of one's emotions, strengths, weaknesses, needs and impulses. People with strong self-awareness are neither overly critical nor unrealistically hopeful. On the contrary, they are honest with themselves and with others. People with a high level of self-awareness recognize how their feelings affect them, others and their professional performance. Self-awareness is also linked to people's understanding of their own values and goals (GOLEMAN, 2015, p. 14).

The awareness, for example, that the pitch of the voice is getting louder and becoming more angry with the client who is making use of abnormal demands and recognizing, of course, the importance of that client to your work, you can very It's good to lower your voice, defuse negative emotion, and respond respectfully.

When it is possible to control the feelings, it means that we understand the situation and thus, a greater dedication to the most productive situations becomes possible. The emotionally intelligent treatment to approach this situation is, first of all, to be aware that at the moment the anger is in control of the situation and soon after the calming thoughts will arise.

To propose a constructive dialogue will show that at that moment the thought that it is being developed is irrational, and you will be convinced that your idea is a very good one. When we are motivated, we are able to start a task, persist with it, proceed to completion, and face whatever obstacles may arise.

With incentives and the strengthening of confidence, flexibility, optimism and enthusiasm, these sources of impetus can

generate greater motivation and turn setbacks from landing a new job or issuing a difficult report to building a success. This success will be your reward for your engagement, dedication and effort.

Self-motivation is the ability to move and not get "carried away". Generally speaking, motive is everything that drives a person to act in a certain way or, at least, that gives rise to a propensity, to a specific behavior. Self-motivation manifests itself when the individual thinks that it makes sense to face any situation regardless of the difficulty it presents. Self-motivation implies impulse control, optimism and hope and the so-called "flow state" (BRANCO, 2004).

The basis of any relationship is communication. Communication establishes bonds, and these bonds shape the relationship. The ability to communicate efficiently and effectively in the workplace is incalculable, whether we are thinking about solving a problem, a friction with a co-worker, an argument with the boss about his inability or listening to a customer's complaints.

Communication aims to unite people in pursuit of the purpose of exchanging information of any nature for the completion of understanding. The quality in the communication process is fundamental for its incitement and its valorization in the workplace is immeasurable.

It is essential to use incitement so that the meeting is kept in a progressive and fruitful course, proposing problem solving, practicing positivity and constructive criticism when necessary, thus producing productive and effective plans.

Sensitivity is a technique that promotes and guarantees effectiveness. Interpersonal relationships, when healthy and promising, allow for an exchange of information when efficient means of communication of unquestionable quality are used. The work

organization is an integrated system based on the interaction of the human beings that compose it, and individualized performance infects the entire business environment.

The integration of the internal public is fundamental, because when people have the same information and understand that they are an integral part of organizational life, that they have common values and that they share the same interests, the results flow. It is extremely important that all employees know what the organization's goals, mission and values are. This way, everyone feels part of the entrepreneurship, dedicating themselves more and contributing with critical suggestions. (MATOS, 2009, p.101).

To help a person to learn, grow, be more productive and develop a relationship based on trust and loyalty is extremely rewarding from a human point of view. The feeling of working in an organization where people use the available means of communication with extreme understanding, collaborate with each other, work to achieve goals demonstrating engagement because trust in the organization is extreme.

Self-motivation in the professional field must originate from the use of positive emotions to promote performance and professional relationships in the workplace, encouraging and inspiring the development of self-motivation among all its work partners.

Therefore, it is possible to say that self-motivation is a determining factor for the good performance of a professional to create the necessary motivation for daily life.

Simple procedures can be applied for the employee to remain happy in the task he will perform, such as: sense of humor, relaxation techniques, physical activities inside and outside the company.

With thoughts and mental images it will be possible to exert enormous influence on human behavior in everyday life. By raising

your self-motivation, you consequently become a professional adequately prepared to relate to everything that the professional world demands of you: as an example, challenging meetings.

Therefore, you need to check out some essential tips that you must put into practice as soon as possible if you want to achieve a high level of self-motivation. When you learn to live with positive and negative emotions in your professional environment, your daily work will be smoother and less stressful.

When a certain situation or an individual is bothering you, it is essential not to jump to conclusions and already feel plunged into the bad side. Self-motivated people want to become good communicators in their work, but for that to happen, communication needs to flow in a clear and persuasive way.

Individual development is a management tool that, when applied correctly, can motivate the team, as people feel the need to constantly seek improvements for themselves and this improvement comes from an integral communication aimed at business and personal success.

The success and happiness in the professional, social or personal sphere of partners who live with you, serves as a stimulus for those who are not yet engaged and stimulated to achieve these achievements.

Therefore, when individual improvements occur at work, it will instill in each of the employees the desire to immediately seek their evolution so that they can also interact, learn, and improve their professional training and directly collaborating for business success.

It is a cycle of challenges that results in better and more productive performances; positive changes for the organizational environment. Keeping away from aggressive or passive communication are characteristics of those people who manage to put their opinions on the table without lacking respect.

To be a good communicator in these moments is of paramount importance to not let negative emotions dominate and misguide professional conversations that require a lot of tranquility, caution, patience and prudence.

Affection is essential in work, as being empathetic is important to understand how they feel in different situations. The ideal suggestion is to pay attention to verbal and non-verbal statements that can contain valuable information about what the people around you are feeling or thinking.

It is important to remember that each person faces situations that you can't even imagine, and that each one has their problems and, therefore, an empathic attitude is of paramount importance for the construction of a harmonious, genuine and trusting coexistence.

Cooperation is the essential element of the organization. People cooperate as long as their effort provides satisfactions and personal advantages that justify such effort. Cooperation is the result of each person's decision based on these situations and personal advantages (CHIAVENATO, 2010, p. 116).

From the moment you become aware of stress, it becomes easier to understand how to overcome these adversities. The way you relate to the obstacles that come your way will determine whether you are heading towards success or crisis.

Self-motivation is essential in the work, because, if you don't have it, at the moment of facing the first frustration it will trigger in you a feeling of impotence that will lead you to give up. Finally, always seek to question yourself about the learnings that a new challenge or a new bad situation has provided you, because, after all, it is these difficult or pleasant moments that promote robust and successful growth in our lives.

The most common reactions we have during a conflict is to let the emotional explosion dominate the atmosphere, with the angry stimulus being one of the most present emotions in conflicts. Learning to receive criticism is one of the most important points for anyone who wants to increase self-motivation levels and gain self-control over their emotions.

RESILIENCE: TRANSFORMING YOUR BEHAVIOR IN THE WORK ENVIRONMENT

Resilient people are able to see situations from a different perspective, seeing the useful side of bad times, assimilating new knowledge and enabling themselves to move on.

Given that the capitalist world is constantly changing, the adaptation of individuals is more than necessary in the midst of globalization to deal with adversities. The individual, when resilient, tends to transform the crisis situation into an opportunity, being realistic and able to improvise in the face of something unexpected, "(...) transforming negative experiences into learning and an opportunity for change" (CHRIS BUENO, 2012).

To have the ability to overcome adversity will make you an individual capable of overcoming future crises, overcoming your traumas and possible losses and will always be shaping yourself to overcome new challenges.

Each individual has their own way of facing problems, reacting and acting consciously. So, how to build resilience? Using the power of habit and mind can help build resilience.

Learn from your mistakes and the mistakes of others.

People, without exception, go through adversity of different types and levels, no one is immune from problems, you could be victimized unexpectedly. You must not

focus on the effect of the problem, but on the cause, and then you will find the key to the solutions. In this case, it is possible to put into practice habits such as eating a healthier diet, practicing physical exercises, moments dedicated to reading, etc.

Resilient people believe in their own potential, they are aware of what they are efficient and what can be improved. This methodology will help you to strengthen skills such as self-knowledge and self-motivation, which are extremely important for your development, overcoming the adversities of professional and social life.

FINAL CONSIDERATIONS

The skills most highlighted and demanded by companies today and in various market modalities are emotional control, fixed mindset, evolutionary mindset and resilience. Self-motivation: It is a person's ability to recognize, understand, and manage their feelings and emotions, as well as those of others.

Fixed mindset: People believe that their basic qualities, such as their intelligence or talent, are simply fixed traits, that is, that they were born with a certain amount of talent and intelligence and without much possibility of change in the short term. Growing mindset: People believe they can develop their mindset growth by learning from their mistakes and overcoming challenges.

This practice does not allow stagnation, impotence and inferiority because it is only possible to think about growth when one seeks success and happiness. Resilience is the innate or innate ability of human beings to naturally absorb obstacles, overcoming challenges and managing to live with them.

To consider personal individuality, resilience is a fundamental distinctive quality that in its normality needs to overcome the barriers that will naturally arise in our lives.

This capability must be demonstrated in the workplace, with changing crises requiring companies to drive diverse changes. They also cause changes in the routines of employees, who need to be competent to reinvent themselves in the face of so many changes in the corporate world. Especially because managers not only want their companies to survive, but also to grow and become innovative in order to conquer a larger consumer market, and employees must keep up with this growth rate.

In addition to being a skill that employers look for to build their team, it is an important skill for any professional, both in the corporate environment and in personal life. Now, for the entrepreneur to have a resilient team, it is necessary to invest in training to keep his business competitive in the market, guaranteeing sequential results.

Employees who lack self-motivation will be more susceptible to stress and low productivity in the work environment. Teams composed of self-motivated professionals will have the potential to propose creative and advantageous solutions for the business.

The first tip for developing resilience at work is not to be shaken by the adversities that the company where you work is currently experiencing. But if you are competent, self-motivated, resilient and experienced in the market, it means that you are prepared to face numerous obstacles, even for the first time.

But beware, these skills and abilities when developed rationally will make your negative emotions not overpower your positive emotions. Exercising a role or position that does not provide satisfaction will greatly increase your difficulties to develop resilience, thus generating frustration as a professional.

In a more relaxed work environment, it is much simpler to master emotions, trust yourself and see opportunities in all changes.

For entrepreneurs, a good tip to make the work environment pleasant for their employees is to apply employer branding. For many people, work is one of the most important activities in life and that is very positive. On the other hand, those who focus their lives exclusively on work, do not think or do other activities, are more likely to fail to be resilient.

It is essential that employees dedicate part of their time to performing pleasant and desirable activities, even if they really enjoy the work they do. Being resilient in times of technological transformation will make them competitive in this new scenario of technological modernization. The secret of professional success in any area of activity can be summed up in the following phrase “Do what you love and love what you do”. To practice the essence of this phrase you will surely achieve your well-deserved professional and financial success.

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