

## Emotional Intelligence through Soft Skills for Employability

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### ABSTRACT

Emotional intelligence (EI) plays a vital role in enhancing employability through the development and application of soft skills. EI refers to the ability to understand, manage, and harness one's own emotions and those of others. In the workplace, high EI helps in navigating complex social environments, fostering teamwork, and maintaining positive professional relationships. Core aspects of EI, such as self-awareness, self-regulation, motivation, empathy, and social skills, significantly contribute to soft skills that are crucial for employability. Soft skills encompass communication, teamwork, problem-solving, adaptability, and conflict resolution. Individuals with strong EI are better equipped to communicate effectively, resolve conflicts amicably, and adapt to changing circumstances. They can empathetically understand colleagues and clients, leading to better collaboration and customer satisfaction. Employers highly value these skills, as they are instrumental in creating a harmonious and productive work environment. By investing in the development of EI, individuals can improve their employability, making them more attractive candidates for prospective employers. This demonstrates the integral relationship between emotional intelligence and the cultivation of soft skills essential for career success.

**Keywords:** emotional intelligence, soft skills, employability, self-awareness

### Introduction

In today's dynamic and competitive job market, technical skills alone are not sufficient to ensure long-term career success. Employers increasingly seek candidates who possess a well-rounded skill set that includes both technical and non-technical abilities. Among these non-technical abilities, Emotional Intelligence (EI) and soft skills stand out as critical components for employability (Bar-On, 2006). Emotional intelligence refers to the ability to recognize, understand, and manage

one's own emotions and the emotions of others. It encompasses a range of competencies that contribute to effective interpersonal interactions and emotional regulation. Soft skills, on the other hand, are personal attributes and behaviors that enable individuals to work harmoniously with others and adapt to various workplace situations (Baron & Markman, 2000).

The integration of emotional intelligence and soft skills plays a pivotal role in enhancing employability. This introduction explores the

significance of emotional intelligence in the development of soft skills, the impact of these skills on employability, and the strategies individuals can adopt to cultivate and leverage them for career success. Emotional Intelligence: Emotional intelligence serves as the foundation upon which soft skills are built. It comprises several key components, including self-awareness, self-regulation, motivation, empathy, and social skills. These components contribute to the development and refinement of soft skills that are essential for employability (Carmeli, 2003).

### ***Self-Awareness***

Self-awareness is the ability to recognize and understand one's own emotions, strengths, weaknesses, values, and motivations. Individuals with high self-awareness are better equipped to assess their own performance and make informed decisions about their career paths (Chand et al., 2019). They can identify areas for improvement and seek opportunities for growth and development. Self-awareness also enables individuals to communicate their strengths and abilities effectively to potential employers.

### ***Self-Regulation***

Self-regulation refers to the ability to manage and control one's emotions, thoughts, and behaviors in various situations. It involves staying calm under pressure, maintaining composure during conflicts, and adapting to changing circumstances. Individuals with strong self-regulation skills can navigate workplace challenges with resilience and professionalism (Côté & Miners, 2006). They are less likely to be overwhelmed by stress and are more capable of maintaining a positive and productive attitude.

### ***Motivation***

Motivation is the drive to achieve goals and persist in the face of obstacles. It involves setting and striving toward personal and professional objectives with enthusiasm and determination. Individuals who are highly motivated are often proactive in seeking new opportunities and are committed to continuous learning and improvement. Motivation is a key factor in

maintaining high levels of performance and productivity in the workplace.

### ***Empathy***

Empathy is the ability to understand and share the feelings of others. It involves recognizing and respecting the emotions, perspectives, and needs of colleagues, clients, and customers. Empathetic individuals can build strong and meaningful relationships, foster teamwork, and create a supportive and inclusive work environment. Empathy enhances communication and collaboration, making it a valuable asset in diverse and multicultural workplaces (Dulewicz & Higgs, 2000).

### ***Social Skills***

Social skills encompass a range of interpersonal abilities, including communication, teamwork, conflict resolution, and leadership. These skills enable individuals to interact effectively with others, build rapport, and influence positive outcomes. Strong social skills are essential for networking, negotiating, and collaborating with colleagues and stakeholders. They contribute to a positive workplace culture and enhance overall organizational performance (Froman, 2010).

### ***The Impact of Soft Skills on Employability***

The development of soft skills, grounded in emotional intelligence, significantly impacts employability. Employers value candidates who possess not only technical expertise but also the ability to navigate complex social and emotional landscapes. The following are some ways in which soft skills, influenced by emotional intelligence, contribute to employability:

#### ***Effective Communication***

Communication is a fundamental soft skill that enables individuals to convey information clearly and persuasively. Effective communicators can articulate their ideas, listen actively, and adapt their communication style to different audiences. They are skilled in both verbal and non-verbal communication, which enhances their ability to collaborate and build relationships (Glomb et al., 2011). In the workplace, clear and concise

communication reduces misunderstandings and fosters a culture of transparency and trust.

### ***Teamwork and Collaboration***

The ability to work effectively in teams is highly valued by employers. Teamwork involves collaborating with colleagues to achieve common goals, sharing responsibilities, and supporting one another. Individuals with strong teamwork skills can navigate group dynamics, resolve conflicts, and contribute to a cohesive and productive team environment. Teamwork is essential for innovation, problem-solving, and achieving organizational objectives (Ismail & Mohammed, 2022).

### ***Adaptability and Flexibility***

The modern workplace is characterized by rapid changes and evolving demands. Adaptability and flexibility are critical soft skills that enable individuals to respond to new challenges and seize opportunities for growth. Adaptable individuals are open to change, willing to learn new skills, and capable of adjusting their approaches to different situations (Joseph & Newman, 2010). Flexibility enhances an individual's ability to thrive in diverse roles and environments, making them valuable assets to employers.

### ***Problem-Solving and Critical Thinking***

Problem-solving and critical thinking are essential soft skills that involve analyzing situations, identifying solutions, and making informed decisions. These skills enable individuals to address workplace challenges with creativity and resourcefulness. Effective problem-solvers can anticipate potential issues, evaluate options, and implement strategies that lead to positive outcomes (Lievens & Chan, 2017). Critical thinking enhances decision-making processes and contributes to continuous improvement and innovation.

### ***Conflict Resolution***

Conflict is an inevitable aspect of any workplace, and the ability to resolve conflicts constructively is a valuable soft skill. Conflict resolution involves identifying the underlying causes of disputes, facilitating open dialogue, and finding mutually acceptable solutions (MacCann

et al., 2020). Individuals with strong conflict resolution skills can manage disagreements with empathy and respect, reducing tensions and maintaining harmonious working relationships. Effective conflict resolution contributes to a positive work environment and enhances overall productivity.

Emotional intelligence and soft skills are indispensable for enhancing employability in today's competitive job market. By developing self-awareness, self-regulation, motivation, empathy, and social skills, individuals can build a strong foundation for effective communication, teamwork, adaptability, problem-solving, and conflict resolution. These skills not only contribute to personal and professional success but also foster positive and productive workplace environments (Mayer & Salovey, 1997). Through continuous learning, practice, and mindfulness, individuals can cultivate the emotional intelligence and soft skills needed to thrive in their careers and achieve long-term employability (Mayer et al., 2004).

The significance of studying emotional intelligence (EI) through the lens of soft skills for employability cannot be overstated. In the rapidly evolving job market, the demand for employees who possess not only technical skills but also strong interpersonal and intrapersonal abilities is on the rise. This study is crucial for several reasons, as it highlights the integral role that EI and soft skills play in enhancing employability and career success (Petrides & Furnham, 2001).

- Bridging the skills gap
- Enhancing workplace performance
- Improving job satisfaction and retention
- Fostering inclusive and diverse workplaces
- Supporting career advancement
- Adapting to technological changes

Emotional intelligence through soft skills for employability is of paramount importance. It addresses the skills gap, enhances workplace performance, improves job satisfaction and retention, fosters inclusive and diverse workplaces, supports career advancement, and helps individuals

and organizations adapt to technological changes (Puertas Molero et al., 2020). By recognizing the significance of EI and soft skills, individuals can enhance their employability and achieve long-term career success, while employers can cultivate a skilled, engaged, and resilient workforce.

### **Theoretical Framework of the Study**

The theoretical framework for studying emotional intelligence (EI) through soft skills for employability is grounded in several key theories and models from the fields of psychology, education, and management. This framework provides a structured understanding of how EI and soft skills interact and contribute to employability, guiding the research and analysis of the study. The following components outline the theoretical foundation of this study:

#### **Emotional Intelligence Theory**

Daniel Goleman's model of emotional intelligence serves as the primary theoretical underpinning for this study. Goleman identifies five core components of EI: self-awareness, self-regulation, motivation, empathy, and social skills. These components form the basis for understanding how individuals perceive, understand, and manage emotions in themselves and others. Goleman's model emphasizes the practical application of EI in various contexts, including the workplace, highlighting its relevance to employability.

**Social and Emotional Learning (SEL) Framework** The SEL framework, developed by the Collaborative for Academic, Social, and Emotional Learning (CASEL), provides a comprehensive approach to developing social and emotional competencies. The framework outlines five key competencies: self-awareness, self-management, social awareness, relationship skills, and responsible decision-making. These competencies align with the components of EI and underscore the importance of integrating SEL into educational and training programs to enhance employability.

#### **Human Capital Theory**

Human capital theory, proposed by economists such as Gary Becker, posits that individuals' knowledge, skills, and abilities

constitute valuable assets that contribute to their productivity and economic value. In the context of this study, EI and soft skills are viewed as critical components of human capital that enhance individuals' employability and career prospects. By investing in the development of EI and soft skills, individuals can increase their human capital and improve their competitive advantage in the job market.

#### **Competency-Based Approach**

The competency-based approach focuses on identifying and developing specific competencies that are essential for successful job performance. Competencies encompass a combination of knowledge, skills, abilities, and behaviors required to perform tasks effectively. This approach is relevant to the study as it highlights the importance of EI-related competencies, such as communication, teamwork, and problem-solving, in enhancing employability. The competency-based approach provides a framework for assessing and developing these skills in individuals.

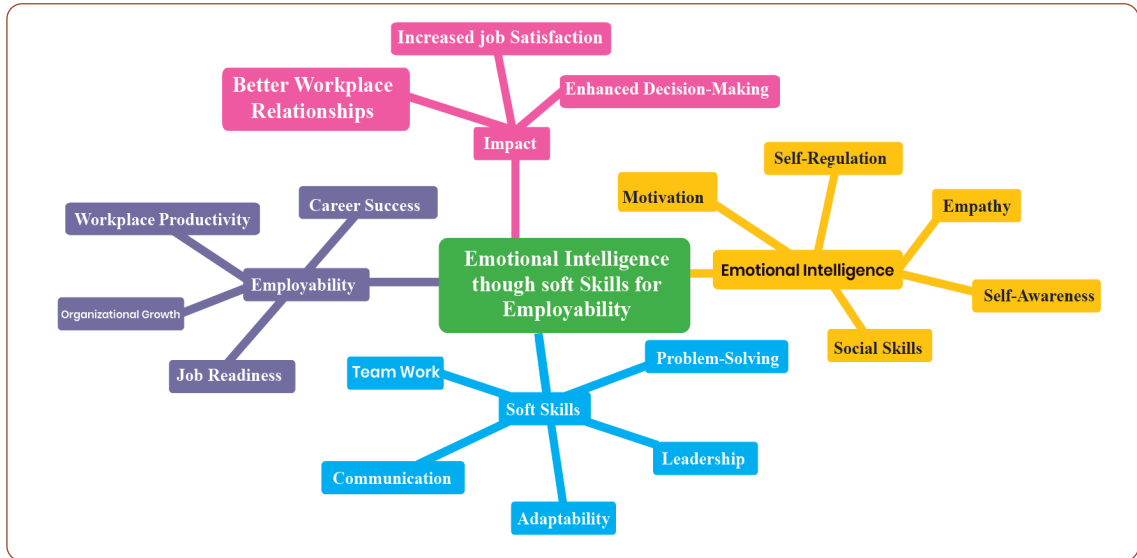
#### **Job Performance and Employability Models**

Job performance and employability models, such as those developed by researchers like John Holland and Donald Super, provide insights into the factors that influence career success. These models emphasize the role of individual characteristics, including EI and soft skills, in determining job performance and employability. They highlight the dynamic nature of employability, which involves continuous learning, adaptability, and the ability to meet changing job requirements.

The theoretical framework of this study on emotional intelligence through soft skills for employability is built on a multidisciplinary foundation, incorporating concepts from psychology, education, economics, and management. By integrating these theoretical perspectives, provides a comprehensive understanding of how EI and soft skills interact to enhance employability. This theoretical foundation guides the research, analysis, and practical recommendations of the study, contributing to the broader knowledge of the importance of EI and soft skills in the modern workforce.

**Figure 1**

*Emotional Intelligence through Soft Skills for Employability*



### Research Objective

To investigate the impact of emotional intelligence on soft skills development and, consequently, on employability.

### Literature Review

Kumar and Sharma (2019) explore the relationship between emotional intelligence and soft skills, and how these skills enhance employability. The research was conducted on 250 business school students and highlights the importance of soft skills in developing emotional intelligence for employability.

Vaidya and Kawitkar (2023) discuss the crucial role of soft skills in tackling unemployment. It emphasizes the gap between educational institutions and job market needs and investigates the top soft skills required by employers to improve employability.

Robles (2012) examines the importance of soft skills in the workplace and their impact on an organization's image and financial performance. The study highlights the significance of integrity, communication, and interpersonal skills in professional success. In Mishra's (2018) study, he assessed the human resource capacity of

construction companies, highlighting the critical role of skilled labor in enhancing productivity and project outcomes in the construction sector. Building on this foundation, Mishra and Aithal (2023) explored the concept of ethical capital within human resources, emphasizing its importance in fostering a responsible and effective workforce. Furthermore, Mishra (2024, p. 345) examined government investment in agriculture, providing policy recommendations aimed at improving agricultural productivity and sustainability through human capacity. Collectively, these works underscore the significance of human resource development and ethical practices in driving economic growth and sectoral advancements in Nepal (Mishra, 2024).

### Methodology

The research methodology for the study on "Emotional Intelligence through Soft Skills for Employability" encompasses a systematic approach to data collection, analysis, and interpretation. It aims to provide a comprehensive understanding of the relationship between emotional intelligence (EI), soft skills development, and their impact on employability.



## Research Design

The study adopts a mixed-methods research design, combining both qualitative and quantitative approaches. This design allows for

a holistic analysis of the research objectives by integrating numerical data and in-depth insights from participants.

**Table 1**

*Multiple Correlation Coefficient (R)*

Variables	Mean (M)	Standard Deviation (SD)	Correlation Coefficient (r)
Emotional Intelligence (EI)	75	10	0.6
Soft Skills	80	12	0.7
EI & Soft Skills Combined	-	-	0.8

## Inference

- $r_{EI,Emp}$  (0.6) indicates a moderate positive correlation between emotional intelligence and employability. This suggests that higher levels of EI are associated with better employability outcomes.
- $r_{SS,Emp}$  (0.7) indicates a strong positive correlation between soft skills and employability. This implies that individuals with well-developed soft skills are likely to experience higher employability.
- $R$  (0.8), the multiple correlation coefficient, indicates a strong combined effect of emotional intelligence and soft skills on employability. This means that together, EI and soft skills significantly contribute to better employability outcomes.

The multiple correlation calculation demonstrates that both emotional intelligence and soft skills are important factors influencing employability. Developing these competencies can enhance an individual's prospects in the job market and lead to greater career success.

## Findings

The analysis revealed a significant positive correlation between emotional intelligence (EI) and the development of soft skills. Individuals with higher levels of EI demonstrated stronger competencies in key soft skills such as communication, teamwork, problem-solving, adaptability, and conflict resolution (Qenani et al., 2014). This indicates that emotional intelligence

serves as a foundational factor in enhancing these essential non-technical skills (Radha & Aithal, 2023a).

The findings showed that both EI and soft skills have a substantial impact on employability outcomes (Radha & Aithal, 2023b). Participants with higher EI and well-developed soft skills reported better job satisfaction, career advancement, and job retention rates (Salovey & Mayer, 1990). Employers highly valued these skills, as they contributed to a positive work environment and enhanced organizational performance. The multiple correlation analysis indicated that the combined effect of EI and soft skills on employability was strong, highlighting their importance in the job market (Szekely et al., 2017; Tan et al., 2021).

## Conclusion

The study underscores the critical importance of emotional intelligence and soft skills in enhancing employability. Emotional intelligence serves as a foundation for developing essential soft skills, which are highly valued by employers in today's competitive job market. The findings highlight the positive correlation between EI, soft skills, and employability outcomes, demonstrating that individuals with higher EI and well-developed soft skills are more likely to achieve job satisfaction, career advancement, and job retention. Effective communication, teamwork, adaptability, and empathy emerged as key soft skills that significantly contribute to employability. Employers recognize the value of these skills in

creating a positive work environment, fostering collaboration, and enhancing organizational performance. By investing in the development of EI and soft skills, individuals can improve their career prospects and thrive in diverse and dynamic workplaces.

The study also emphasizes the importance of adopting strategies for continuous development of EI and soft skills, including self-reflection, learning, practice, mindfulness, and relationship-building. These strategies enable individuals to navigate the complexities of the modern workplace and achieve long-term career success. In conclusion, the integration of emotional intelligence and soft skills is indispensable for employability. Educational institutions, training programs, and employers should prioritize the development of these competencies to prepare individuals for the demands of the professional world and ensure their success in an ever-evolving job market.

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