

Emotionale Intelligenz Als Schlüsselqualifikation - Yvonne Flerlage

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Die Regeln der Arbeitswelt sind im Wandel. Wir werden an einem neuen Maßstab gemessen, der nicht nur misst, wie klug und ausgebildet wir sind, sondern auch wie geschickt wir mit uns selbst und mit anderen umgehen. Dieser Maßstab kommt immer öfter zur Anwendung, wenn darüber entschieden wird, wer eingestellt wird und wer nicht. Dieser neue Maßstab setzt voraus, dass wir ausreichende intellektuelle Fähigkeiten und technisches Wissen mitbringen, aber der Fokus der Betrachtung liegt an einem anderen Punkt. Er liegt bei den persönlichen Qualitäten wie Initiative und Empathie, Anpassungsfähigkeit und Überzeugungskraft. In einer Zeit, in der es keine Arbeitsplatzsicherheit mehr gibt, sind dies die vorrangigen Fähigkeiten, die uns Beschäftigung verschaffen und erhalten. Für diese Fähigkeiten gibt es einen Namen: Emotionale Intelligenz. 1. Was meint dieser Begriff? Was nützt dem Mitarbeiter, was nützt dem Unternehmen emotionale Intelligenz? Jeder kennt es, jeder hat es schon mal gehört, aber was bedeutet es genau? Diese und weitere Fragen sollen in dieser Ausarbeitung geklärt werden. 1. Definition und Einführung in die Thematik Zorn, Furcht, Glück, Liebe, Überraschung, Abscheu, Trauer, Freude, Ärger, Mitleid, Scham, Neid.... Sämtliche Emotionen, die empfunden werden, lassen uns etwas tun. Wir lassen uns durch das Empfinden der Emotionen zu Handlungen hinreißten. Welche Reaktionen dies sind, wird im Kapitel 1.2 näher erläutert. Author: Flerlage, Yvonne Publisher: GRIN Verlag Illustration: N Language: GER Title: Emotionale Intelligenz als Schlüsselqualifikation Pages: 00021 (Encrypted PDF) On Sale: 2005-01-01 SKU-13/ISBN: 9783638345880 Category: Business & Economics : General

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