

QBE OHS Risk Management Essentials

QBE is committed to providing managers, employees and workplaces, with OHS Risk Management Essentials. The Essentials will assist businesses to minimise risk and drive cost efficiencies through the delivery of a range of services, assistance and advice designed to facilitate the ongoing creation and growth of safe and healthy workplaces.

One of these Essentials is **Emotional Intelligence in the Workplace**



Employees

- E1. Preventing and Managing Occupational Stress
- E2. [Emotional Intelligence in the Workplace](#)
- E3. Workplace Health and Wellbeing Programs



E2 Emotional Intelligence in the Workplace

The Aim

In any organisation it is the people that are driving performance but what drives the people? It is emotions. Emotions influence all aspects of our lives. To leave them out of the working environment is impossible.

Emotional intelligence is knowing what you are feeling and being able to handle those feelings without them swamping you. It is being able to motivate yourself to get jobs done, to be creative and to perform at your peak. It is sensing what others are feeling and handling relationships effectively.

Why use Emotional Intelligence in your workplace?

Regardless of which industry you are in, the impact of your relationships is crucial. Every individual has the ability to affect another person through our responses. How we respond can play a huge role in how we are perceived by others through our tone of voice, facial expressions and body language. Emotions may also influence the decisions we make on a daily basis and most importantly the way we behave.

Competency research in companies and organisations worldwide has shown that over four-fifths of the difference between top performers and the rest is due to emotional competence rather than technical skill. In the most complex jobs (insurance salespeople, account managers), a top performer is 127 percent more productive than an average performer. Research suggests that about one-third of this difference is due to technical skill and cognitive ability while two-thirds is due to emotional competence.

The Essentials

QBE recognises the importance of this issue and can assist you to identify a provider that can deliver a series of workshops tailored to your individual workplace needs. Typically areas are addressed that most strongly predict superior performance in many occupations such as:

- Self-awareness.
- Self-regulation.
- Self-motivation.
- Social awareness.
- Relationship management.

The Deliverables

Many studies have revealed that emotional intelligence is an important attribute to effective leadership, workplace performance, teamwork, and sales. Conversely, low levels of emotional intelligence lead to high levels of occupational stress, poor productivity and workplace morale.

Gaining an understanding of how our emotions influence the decisions we make on a daily basis is imperative if we are going to drive a safer culture through high performance in our workplaces.

We recommend using the OHS Risk Management Essentials in combination with each other to achieve maximum impact. If you would like to know more about these Essentials talk to your QBE Account Manager or visit our website at www.qbe.com.au