

The Role of Emotional Intelligence in Workplace Success: A Comparative Analysis of High and Low Performers

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Abstract:

by comparing high and low performers in different organisational settings to determine the role of emotional intelligence (EI) in workplace success. In recent years, emotional intelligence—the capacity to recognise, name, analyse, and control one's own and other people's emotional states—has emerged as a critical component in establishing a person's level of professional success. leadership efficacy, interpersonal connections, decision-making, and stress management are all areas where EI has a significant impact on the workplace. We used a mixed-methods strategy to provide EI tests to a cross-section of workers who had already been classified as high or low performers according to their performance reports and peer judgements. finds significant disparities in EI competencies between the two sets of people and looks at how top performers use their EI to overcome obstacles, improve teamwork, and create a happy atmosphere at work. According to the results, those who score higher on the EI scale are more likely to have strong communication skills, effective methods for resolving conflicts, and a higher capacity to handle stress on the job. These traits lead to improved performance in the workplace. When compared to high performers, low performers' work productivity and relationships with coworkers are significantly affected by their lack of emotional awareness and regulation. Organisations should incorporate emotional intelligence training into employee development programs to improve workplace outcomes and boost overall organisational success, emphasising the role of EI in professional growth.

Keywords: Emotional Intelligence, Workplace Success, High Performers, Low Performers, Job Performance, Leadership Effectiveness

Introduction:

Academic studies and professional settings have recently focused heavily on the idea of Emotional Intelligence (EI). In the past, IQ and other cognitive tests were the main ways that people's intelligence was evaluated. But Emotional Intelligence, coined by Daniel Goleman in the 90s, covers more ground; it's about being aware of, processing, and in control of your own and other people's emotions. Several studies have shown that people with greater levels of EI do better in social and work-related settings, lending credence to the idea that EI is a key factor in predicting success in all spheres of life. When it comes to the business world, EI is seen as a crucial factor in productive leadership, collaboration, and relationships with coworkers. Specifically, it has been associated with enhanced stress management, conflict resolution, decision-making, and ability to handle the intricacies of the workplace. According to studies, people who consistently achieve great results at work tend to have high levels of emotional

intelligence. This quality helps them deal with stress, overcome obstacles, and create supportive workplaces for their colleagues. Conversely, slow workers may have trouble controlling their emotions, which manifests itself in a lack of productivity, strained relationships at work, and general dissatisfaction with one's position. Comparing good and low performers in various organisational settings to determine the impact of Emotional Intelligence on job success. This research aims to shed light on how organisations can make greater use of EI to boost employee development, job performance, and organisational success by identifying important EI competencies and studying their impact on performance outcomes.

EI and Its Role in Personal and Professional Success

A person's level of emotional intelligence (EI) is being acknowledged as a key component in determining their level of success in both their personal and professional lives. In contrast to IQ, which is mostly concerned with analytical and technical capabilities, EI covers a wider variety of competencies associated with social and emotional functioning. Competencies in this area encompass self-awareness and emotional intelligence, as well as the capacity to regulate one's own emotional reactions and read and shape those of others. In both one's personal and professional life, EI helps one deal with difficult social situations, stay calm under pressure, form and sustain important connections, and make good choices.

Personal Success and Well-Being

In terms of one's own mental and emotional wellness, EI is strongly associated. People who score higher on the emotional intelligence scale are more likely to be in tune with their feelings and to know how to control negative emotions like anger, impatience, and grief. They are able to keep their emotions in check and prevent themselves from being swept away by negative feelings because of their self-awareness. People with high EI are also better able to understand and connect with the feelings of other people, which facilitates the development of meaningful relationships. The ability to empathise with another person's feelings and experiences is foundational to emotional intelligence (EI), which in turn promotes better communication and less conflict.

The capacity to bounce back from adversity and adjust to new conditions is known as resilience, and EI plays a key role in this trait. People with high EI are generally better equipped to handle challenges, such as personal loss, career obstacles, or stressful situations. The capacity to deal with hardship is an important part of being successful on an individual level since it helps keep one motivated, persistent, and optimistic.

Professional Success and Workplace Performance

A person's performance, leadership skills, and interpersonal effectiveness are all impacted by their EI, making it an equally important factor in the professional sphere. People with high EI are better able to deal with stress at work, which is a major factor in their ability to concentrate, get things done, and enjoy their jobs. Being able to control one's emotions and react rationally to stressful situations makes emotionally intelligent people more capable of keeping their cool and getting things done, no matter how intense the scenario.

In terms of EI's effects on career success, leadership is among the most important. Leaders with high emotional intelligence are more adept at inspiring and motivating their teams, identifying

and resolving problems, and making decisions that take into account rational and emotional factors simultaneously. A more positive work atmosphere, stronger team cohesion, and higher employee morale are all outcomes of having emotionally aware leaders in charge, according to the research.

Effective communication is a must-have talent in any professional environment, and EI is strongly associated with it. Employees that score high on the EI scale are more adept in negotiating favourable terms, navigating contentious talks, and finding amicable solutions to disagreements that do not damage professional relationships. Teams benefit from these people's enhanced ability to provide constructive criticism, which in turn boosts individual performance.

EI and Career Advancement

An increasing number of businesses are realising the correlation between EI and professional achievement. Recognising that emotional intelligence is a critical predictor of an employee's capacity to adapt, collaborate, and perform in varied and demanding contexts, many organisations now prioritise it when making hiring and promotion choices. In jobs that demand regular contact with people, like sales, customer service, and management, EI is typically a greater indicator of success than IQ or technical knowledge, according to research.

Professional success necessitates a commitment to lifelong learning and self-improvement; people with high EI are more likely to exhibit these traits. Their capacity to take criticism in stride and work on their emotional reactions helps them grow as people and as professionals, which in turn boosts their productivity on the job and their chances of becoming a leader.

Conclusion

the crucial part that Emotional Intelligence (EI) plays in moulding achievement in one's career and one's personal life. The study highlights the significance of self-awareness, emotional regulation, empathy, and interpersonal skills in creating effective communication, leadership, and teamwork, stating that EI is a crucial predictor. Stronger EI competencies are routinely shown by high performers in the workplace. These competencies help these individuals handle stress, resolve disagreements, and make balanced judgements in a complex work environment. On the flip side, both their work and relationships with coworkers suffer when low performers have trouble controlling their emotions and interacting with others. the value of incorporating EI development into leadership programs, performance evaluation, and other organisational procedures. Businesses may reap the benefits of a more productive, conflict-free, and collaborative workforce by encouraging employees to develop their emotional intelligence. To sum up, Emotional Intelligence is a potent instrument for organisational growth in addition to being an invaluable asset for personal achievement. Future study should concentrate on EI to discover its wider applications across varied industries and cultural contexts, since it influences important workplace outcomes. Professionals should make EI a priority for their professional advancement. Achieving sustained success and long-term organisational performance will surely depend on organisations continuing to recognise and exploit EI.

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