

Emotional Intelligence in the Business Sector: What do we know so Far?

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ABSTRACT

Emotional Intelligence has become a hot topic in management and organizational literature in recent years. Over the course of such research, an individual's emotional abilities have been identified as strong predictors of performance. While emotions have been a heavily researched topic in areas such as sociology and psychology, the construct has more recently moved into the business literature; studying how emotions relate to performance impacting processes and outcomes in leadership, human resources, sales and entrepreneurship. With a growing body of knowledge available it is important that we take the time to review the literature and address where we are now, what gaps exist in the literature, and what the implications are for emotional intelligence in the business sector.