

**From the Editor's Desk**



Dear Readers,  
Greetings From SmartEdge!

*"When awareness is brought to an emotion, power is brought to your life."*-----Tara Meyer Robson

This Issue 16, carries an eye-opening article that showcases on how critical the skill of Emotional Intelligence is for employees across the levels. As it is said, as you sow, so shall you reap, the Learning Section highlights five characteristics that recruiters need to look out for while hiring individuals who are emotionally intelligent or mature enough. I leave you with this article to ponder over and see what your own conclusion about the learning will be.

As the onset of April brings warmth and sunny weather, Smartedge also outshines with its outbound programs and Theater Based Training, which has brought a new ray of change for our present clients and has drawn new clients from across the country.

Gracing our SmartBulletin this quarter is a resourceful personality from the hospitality Industry, Mr. Adrian D'Souza, Corporate Director HR at The Zuri Group Global. He speaks about the significance of making HR as a Business partner in the present HR system. Capture it and read what he has to say.....

We as a team constantly strive to scale new heights. We invite articles, suggestions, feedback, and comments to help us improve continuously.

Happy Summer!!!

Enjoy Reading!

Riabelle Fernandes

**LEARNING POINT**

Are you hiring 'Emotionally Matured People'?

Source: People Matters Magazine

Corporate world has realized that emotional intelligence (EI) is a critical skill for employees across the levels, more so for leadership role. Several studies point out that EI is better predictor of personal as well as professional success. It is most critical factor for leadership development.

But, how about looking at this from a different perspective? Instead of focusing on the leaders to inculcate these competencies and then trying to pass these on to the subordinates, what if we were to make EI a parameter on the basis of which new recruits are hired?

There are five characteristics that recruiters need to look out for while hiring individuals who are emotionally intelligent or mature enough:

**Self-Awareness:** People with a high degree of self-awareness have an accurate understanding of their own emotions, their strengths, weaknesses, and what drives them. Neither overly critical nor

unrealistically hopeful, these people are honest with themselves and others. These people recognize how their feelings impact them, other people around them, and their performance at work. They are confident as well as aware of their limitations and less likely to set themselves up for failure.

We can recognize self-aware people by their willingness to talk about themselves in a frank, non-defensive manner. Being self-aware also has a positive impact on one's interpersonal relationships at work and allows the individual to understand others keeping the same process in mind.

**Self-Regulation:** We all have emotions which drive us and there is nothing we can do to avoid them. People who are good at self-regulation, however, are able to manage their emotions so that they do not control their words and actions. While they feel bad moods and impulses as much as anyone else, they do not act upon them. People who act upon their negative feelings create havoc, disruptions, and lasting bad feelings all around them. We feel before we think and people who constantly react from an emotional state never wait long enough to allow their thoughts to override their emotions.

People who self-regulate have the ability to wait until their emotions pass, allowing them to respond from a place of reason, rather than simply reacting to feelings. The signs of someone who is good at self-regulation are reflection, thoughtfulness, and comfort with ambiguity, change, and not having all the answers.

**Motivation:** It refers to the ability of the individual to strive towards achieving one's goal and initiate actions that will benefit the organization in the long run. Recruiters should look out for individuals who are highly motivated.

**Empathy:** It is the ability of an individual to understand how others think or feel about a particular situation from their point of view. This skill comes handy when the individual is interacting with diverse groups at the workplace. Working in a diverse set-up is one of the biggest challenges that employees face today and being empathetic is a skill that is considered imperative in such settings. A good way to look for empathy in an interview is to ask a candidate about a situation where a co-worker was angry with them and how they dealt with it. Look for a willingness to understand the source of the co-workers anger, even though they may not agree with the reasons for it.

**Social Skills:** It is the ability to manage one's relationships, communicate effectively and understand the networks within the organization. The nature of work today expects individuals to constantly interact with one another and get the work done efficiently in teams. Being socially skilled gives an individual the advantage to work in such a dynamic environment. People with social skills are excellent team players as they have the ability to move an agenda along and keep focus while at the same time remaining aware of the emotional climate of the group and possess the ability to respond to it. These people are excellent at making connections, networking, and bringing people together to work on projects. To look for social skills in an interview, ask questions related to projects and difficulties encountered around varying agendas, temperaments, and getting people to buy in.

Emotional Intelligence is an evolving construct that can be learnt and inculcated over a period of time. If you are building an organization for the future and your employees are your strength, then having the 'right' talent will go a long way and help you (as a leader) to avoid a series of people issues.

Quarter



"Enhancing Leadership Skills"  
Inbetween Software Development Pvt. Ltd.



Open-house Program  
"Legal and Other Requirements Under  
ISO: 14001 & OHSAS:18001"



"Great By Choice"  
Binani 3B"



"Managing Conflicts"  
The Leela, Goa

SnapShot

**SMART-TALK**

**Tête-à-Tête with Mr. Adrian Dsouza, Corporate Director HR at The Zuri Group Global**



**What Changes has the employer-employee relationship undergone?**

There is a paradigm shift in the employer-employee relations in the modern day scenario. The employee's goals are now being aligned to those of the organization and a conscious and deliberate effort is being made to achieve both goals.

**What is that one thing you look for in the people you work with and the people you hire?**

The attitude is the key factor that is being given special attention to in the hiring space. When goals of both are aligned the objective becomes one.

**One change you would like to see in the present HR system?**

The efforts to make HR a business partner must be realized holistically.

**What is your advice for upcoming HR Professionals?**

Be a business partner by widening the HR horizons. Be system driven and not people driven and treat your Human Resources as the catalyst to change and your prime asset. Training and developing people cannot be compromised.

- ❶ Make Yourself Indispensable
- ❷ Know Your Business Cold
- ❸ Go The Extra Mile
- ❹ Quantify Your Contributions
- ❺ Stay On Top Of Your Game
- ❶ Be Your Client's Trusted Advisor
- ❶ Act With Integrity
- ❶ Get Feedback Regularly

**Upcoming Programs for April - June 2016**

- ➔ HR Analytics - Descriptive to Predictive
- ➔ Stores Management
- ➔ Executive Mentoring
- ➔ Strategic Communication
- ➔ Train-The-Trainer
- ➔ Leading through Emotions for Leaders

**SPOTLIGHT**

**8 Tips For Excelling In HR**

The best advice for excelling in Human Resources boils down to doing a few simple things well. Here are just a few of those things.