



## Emotional Management in Modern Human Resource Management

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### ABSTRACT

People are the most important basis for the survival and development of enterprises, and the essence of human resource management is the management of people. People have emotions, subjective encouragement and praise will stimulate the enthusiasm and motivation of employees, while subjective debasement and criticism will also cause the decline of employees' work efficiency and quality.

Therefore, emotion management is an important part of business management.

The so-called emotional management is a management method that managers use sincere emotions to enhance the emotional connection and ideological communication between managers and employees, meet the psychological needs of employees, and form a harmonious working atmosphere.

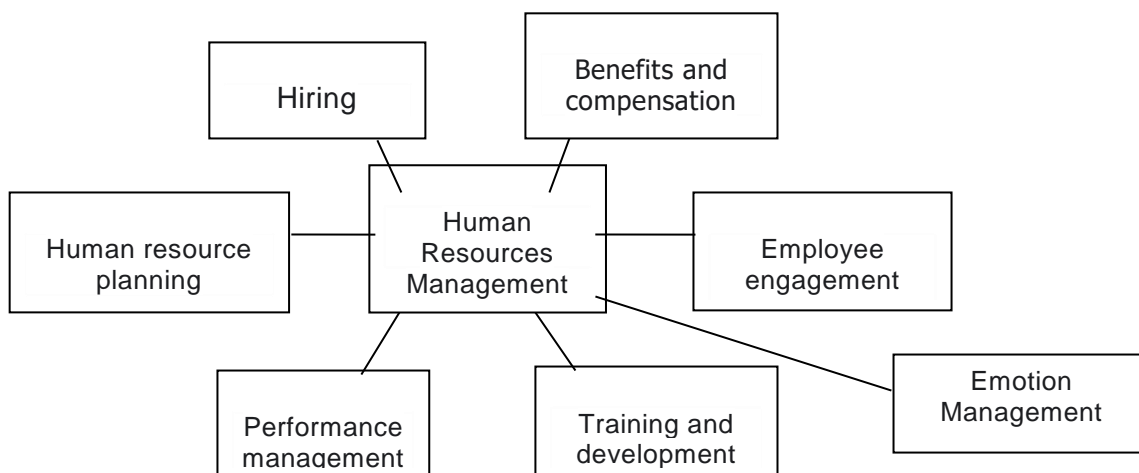
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### INTRODUCTION:

A qualified human resource manager needs to control the overall human resource development and human resource management of the company. According to modern human resource management theory, human resource management is divided into six parts: recruitment, performance, salary, training, employee relations, and human resource planning.

Among them, the part of employee relations will involve the emotions of employees, but it is not enough at the management level.

Due to the importance of emotional management in enterprise management, employee emotional management is fully qualified to become the seventh section of human resource management.



-Seven major sectors of human resources-

Employees' emotional management can be divided into three different emotions: employees' feelings for the company, the personal charm of corporate leaders who are admired by employees, and the feelings between employees.

Emotional management is not just the responsibility and work of human resource managers. Emotional management should be the work and the responsibility of all managers within a company or organization. The shaping of corporate culture by leaders will also affect the results of emotional management within the company.

The modern human resource manager has some key functions in a company or organization:



-Source: - (AIHR)

In the work, employees usually have any emotional needs, such as the need to be recognized or praised, which can also be met by different behaviors in the emotion management work. Emotional management is based on the importance of employees as human emotions and respect for employees' emotions as the first criterion. Enterprise management mostly realizes emotional management through communication, exchange, coordination and care to employees.

Emotion management can make employees get satisfaction from emotion and mentality by way of appreciation, which is an important means to stimulate the enthusiasm and motivation of employees. It is an important way to increase the stickiness between employees and enterprises to resolve the contradiction between employees and employees and ease the atmosphere between employees and leaders by means of communication. Effectively increase the sense of ownership of employees, so that employees take the enterprise as their home, rather than floating on the surface of the enterprise "home culture", to meet the needs of employees at a higher level.

To sum up, emotional management in business management needs a long-term, long-term management.

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## **Emotional management in modern human resources management**

How to implement emotional management in daily management

### 1. Cultivate team spirit

The problem faced in the management structure is that the small areas are divided so finely that it has harmed the overall sense of the group. In a car assembly factory with thousands of people, as long as one group of people is not working, the products cannot leave the factory - no one will buy a car without wheels. Every member is an essential part of the team, and only a cohesive team can have combat effectiveness. Team spirit cannot be developed overnight, it requires a long-term and subtle process.

### 2. Care about employees

Managers should care about their employees, and care is the initial entry point for management. Especially when employees have just entered the workplace and everything is unfamiliar, concern from superiors or human resources can effectively reduce employee tension, bring employees closer to corporate managers, and enable employees to choose to communicate with managers when they have difficulties or doubts. Rather than forming small groups to discuss secretly. Managers can also use observation and care in daily work to understand the working and living conditions of employees, provide help when employees need it, give employees emotional care, and truly make employees regard the company as home.

### 3. Active communication

If you want to have a deep understanding between people, you must communicate actively and effectively. Managers need to actively communicate with employees to understand their working and living conditions, and to understand whether employees have difficulties that need help. Employees also need to communicate with managers to gradually understand the company and understand its development context, strategic prospects, and value orientation. Only by achieving practical communication between the two parties can they gradually get along and eliminate misunderstandings and frictions promptly. Only by being understood can we generate gratification and joy, and can stimulate employees' enthusiasm and motivation for work.

Communicate information effectively. Business leaders must take advantage of various opportunities to communicate effectively with employees. From the perspective of communication direction, two-way communication should be the main focus. To realize that listening is more important than speaking, business leaders should not only strive to provide ordinary employees with as many opportunities to speak as possible, but also take more time to listen carefully to employees' opinions. It is necessary to provide timely feedback to employees on the problems reported and suggestions made by employees, so as to win their recognition. From the perspective of communication methods, behavioral communication should be the main focus. What business leaders say and what they do should be consistent. Teaching by example is more important than teaching by words. If you just talk without doing so, employees will lack trust and verbal communication will be ineffective. Many companies have daily meetings and weekly meetings, but most company meetings are basically leaders arranging work and do not give employees the opportunity to communicate effectively.

### 4. Respect employees

Respect is the most basic principle in the process of communication between people. Corporate managers themselves are in a strong position. Only by respecting employees' past and employees' ideas can they narrow the distance between the company and employees, push employees to be positive when necessary, and gain the respect and trust of employees. Any manager hopes to have a partner or employee who can help trust and rely on, so respect is the most important tool in the business management process.

### 5. Practice honesty and trustworthiness

Within the company, managers themselves occupy a strong position and it is necessary to communicate with employees on an equal footing, but at the same time they also need to establish their own prestige. This kind of prestige cannot be established through threats or other methods that undermine the emotional foundation of both parties, otherwise it will only push outstanding talents away. The prestige of corporate managers lies in fulfilling their commitments, including promised bonuses and positions. A manager who fulfills his commitments is more likely to gain the trust of employees, will pay attention to every decision and system of the manager, and will follow the development of the company instead of being full of doubts and retreating. And the most important thing in business activities is integrity. An honest business manager who is honest and trustworthy in business activities will also bring more benefits to his own company.

### 6. Good at letting the team correct individual work deficiencies

When corporate managers conduct emotional management, they must use team goals as the standard instead of personal preferences, grasp the scale, and set the company's production and operation goals as the highest goal of emotional communication between managers and employees to stimulate employees' work enthusiasm.

Under normal circumstances, correcting deficiencies in employees' work is considered to be the responsibility of the leader, but from the perspective of corporate development, this should be the responsibility of the entire team. Moreover, effective groups are much better than most leaders at correcting and improving members' performance. Of course this will be difficult at first, but as employees get used to it, you'll find that they're more willing to have people in the same work area talk about their shortcomings.

### 7. As a leader, when you evaluate the work, you should put the performance of the team first rather than individual performance.

We often see scenes like this in movies: only two members of a special training team make a mistake, but the leader often orders all members to be punished together. At first, other team members will resent those who make mistakes, but as time goes by, they will gradually understand that everyone shares weal and woe, so they will take the initiative to help those who often make mistakes to improve together. This is the principle of team management. While doing this, don't forget to remind employees that anyone is evaluating them as a whole.

### 8. Establish leadership prestige

The reason why many people leave their original units is due to distrust and lack of understanding of their leaders. The reason is that they are using the wrong method to establish prestige in the minds of employees. To establish "prestige", first of all, we must keep our promises to our employees. In recent years, many companies have begun to implement "trust projects", but they focus on trust from society and ignore trust from employees. In business, top management is often seen as role models or idols, and subordinates get the right perspective from their superiors. Therefore, top leaders must take the lead in setting an example and honoring their commitments to management and even ordinary employees. Commitment should run through all human resource management activities. Leaders at all levels of the enterprise must fulfill their commitments to employees throughout the entire human resources management process, thereby winning the trust and loyalty of employees.

Employees are the ones working on the front line, and they can best understand the shortcomings and areas for improvement in today's and this week's work. However, they are not given the right to speak, and they are unable to realize the expected value of their work, which leads to no passion to continue working. At work, as a manager, you must always give your employees the most sincere recognition and affirmation. Let them feel valued from different

levels at all times. When they make achievements, they must feel that their superiors value them, the human resources department also thinks highly of them, and even the company management recognizes them. Employees who are widely recognized will definitely have higher work passion.

#### 9. Explore employees' personal potential

As the corporate structure becomes increasingly flat, the high performance of the company mainly comes from the spontaneous initiative of employees. Therefore, the most important responsibility of management should be to help employees realize their natural potential and build emotional bridges between employees and work teams, employees and customers, and employees and the company. Managers should act as "emotional engineers", becoming the driving force to motivate employees to invest emotionally, and closely observe its effectiveness.

This part needs to be combined with the career planning of employees. As department managers, they need to pay attention to the career planning of each employee. Clearly inform employees of the positions they can achieve through their own efforts, combined with regular training within the company. Use company resources to provide assistance to employees and help them become better.



-Precautions for managing emotions-

Precautions for managing emotions at work

#### 1. Don't forget to give money

No matter what method we use, there is a premise for all emotion management work. As a company, we need to be clear about the purpose of employees' work, and employees need to make money. The essence of employees working for the company is the spirit of contract between both parties.

The premise of all management work is that employees can get the agreed amount of work remuneration at the agreed time. Nowadays, some private company bosses often delay salary payments, or reduce employees' salaries through reasonable or unreasonable means. They also often see various forms of fines. Doing so will reduce employees' trust in the company.

When employees don't trust your company, no matter what management methods or management arts you have, even if the company's leaders have good personal charm, it is impossible to make hungry employees loyal.

#### 2. Pay attention to the art of management

Business managers need to pay attention to the skills when conducting emotional management, look at employees with appreciation, praise their strengths and tolerate their weaknesses. When praising employees, be careful and make them listen. When praising employees, you must set an example of outstanding employees in front of the public. When criticizing employees, be sincere. Pay attention to the art of rhetoric so that employees can understand and remember it. And criticizing employees should be done alone, respecting the employees' self-esteem. Whether it is a verbal or material reward, do not wait until the monthly end, half-year end, or annual summary. Expired praise is meaningless, for example:

If an employee in a sales company performs very well in a certain month, the manager should give material or honorary rewards that month instead of waiting for the annual summary. The hot cash can not only comfort the employees for their hard work, but also motivate other employees to work better.

#### 3. Pay attention to moderation in emotional management

Business managers should keep in mind the principle of moderation when managing emotions. When it's time to talk about systems and rules, you can't just talk about feelings. Emotional management must be moderate, appropriate and timely, reflecting the sincerity and credibility of managers, and motivating employees at the most appropriate time. For example, companies are busiest around Christmas, and employees want to accompany their children to travel abroad. For the first time, because there was no early communication, managers could approve the vacation, but they also had to communicate with employees to ensure that their future travel time would not conflict with the company's development and balance the relationship between work and employees' lives.

#### **4. Emotional motivation should start from small things**

The truest feelings are revealed in the subtleties. Team managers need to pay attention to employees' work and life at all times and cannot ignore any details. Managers should start from small things, respect, care for, and understand employees at all times. If they find that they have made small progress, they should give them timely recognition and encouragement. Let employees truly feel their own value and gain motivation to work hard. If you find that employees are having trouble at work, you should promptly solve their problems and give them strong support to help them do their daily work.

#### **5. Management should touch life**

Employees often feel intimidated by team managers who are expressionless, blunt in tone, and frequently deviate from rules and regulations. There is bound to be a sense of distance during communication, and emotional interaction is impossible. Therefore, managers who are used to being straight-faced can become more flexible, approachable, and kind to their employees. Managers should not always put on airs and be superior. They can also participate in employee gatherings appropriately and communicate with employees. If possible, it is best to remember the employee's birthday and send a greeting card or a small gift on the day. Although it does not cost much, it can achieve a motivational effect that money cannot. And it can make employees and managers closer to each other.

#### **6. Be a good trash can for emotions**

From a psychological perspective, everyone has a hole in their heart. This hole hides everyone's bad emotions and feelings. This hole needs to be cleaned frequently. If the hole is full, people's emotions will collapse. Managers who patiently listen to employees can make employees feel valued and have a good impression of managers. In actual work, when employees lose motivation or feel depressed, they most need to find a listening partner to express their feelings. Managers can provide them with this opportunity to achieve emotional connection with them by listening attentively and responding positively. And deeply understand their difficulties and difficulties, find out the crux of the problem, help them find solutions, so that they can get out of the abyss of depression as soon as possible and get back on their feet. However, when employees talk, they will inevitably vent their complaints and dissatisfaction with the company and managers. Managers should relax their mind, face it rationally, and try to analyze whether employees' complaints really reflect their own shortcomings in management. If there are indeed problems, they should be actively improved to make the team more dynamic and humane.

#### **7. Management comes from life**

An employee's personal life seems to have nothing to do with work, but it will have a great impact on his or her work status and efficiency. For example, if an employee's family suffers a misfortune, the employee will fall into pain and be unwilling to work. At this time, managers should communicate candidly with employees as early as possible to understand the situation, seek supplies and money from the company to help employees tide over difficulties, and mobilize other team members to comfort, encourage and provide assistance to the best of their ability. This assistance can be a huge help to employees and their families. And it will make them very grateful. Moreover, timely assistance provided by managers and companies will also win the favor of other employees and cultivate a team atmosphere of mutual help, unity and friendship. Employees' sincere love for the team and loyalty to the company are a huge asset to the company.

#### **8. Real love, not false love**

Real love is very important. However, team managers should be reminded that using emotion to motivate must first be based on the manager's deep feelings for employees, the team, and the company. If managers do not have true feelings, it will be very hypocritical and deliberate to build emotional relationships with employees, and they will be easily discovered by employees. For example, if a manager blindly praises and sweet-talks employees about their subtle progress, which sounds very exaggerated and extremely unreal, then employees will not only not be moved, but will also become suspicious of the manager's intentions. This kind of emotional incentive is worthless and may even have counterproductive effects. Managers must be careful to avoid it.

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## **Conclusion**

Emotional management is an indispensable management method in modern management, and it is also a management art. Giving full play to emotional management plays a very important role in human resource management and even the entire enterprise. Emotional management is like "an invisible hand", present all the time and everywhere. Running a business is, to a certain extent, managing people's hearts. Managers should use emotional management as a tool to mobilize employees' enthusiasm, initiative, and creativity, and tightly connect employees with management. In addition, we should also strengthen the training of enterprise managers' emotional management knowledge and skills, improve their management skills, and make full use of this method to achieve the expected goals of management.

Enterprise talent management requires not only material investment but also emotional investment. Not only motivates employees in their material life, but also cares for them in their emotional lives, so that employees can feel the care and encouragement from the company and leaders, and repay them with better work results. Emotional management is a long-term job. Enterprises must be prepared for long-term emotional investment and management, maintain the principle of fairness to all employees, and understand employees' differences in acceptance. Only then can they gain something in emotional management.

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