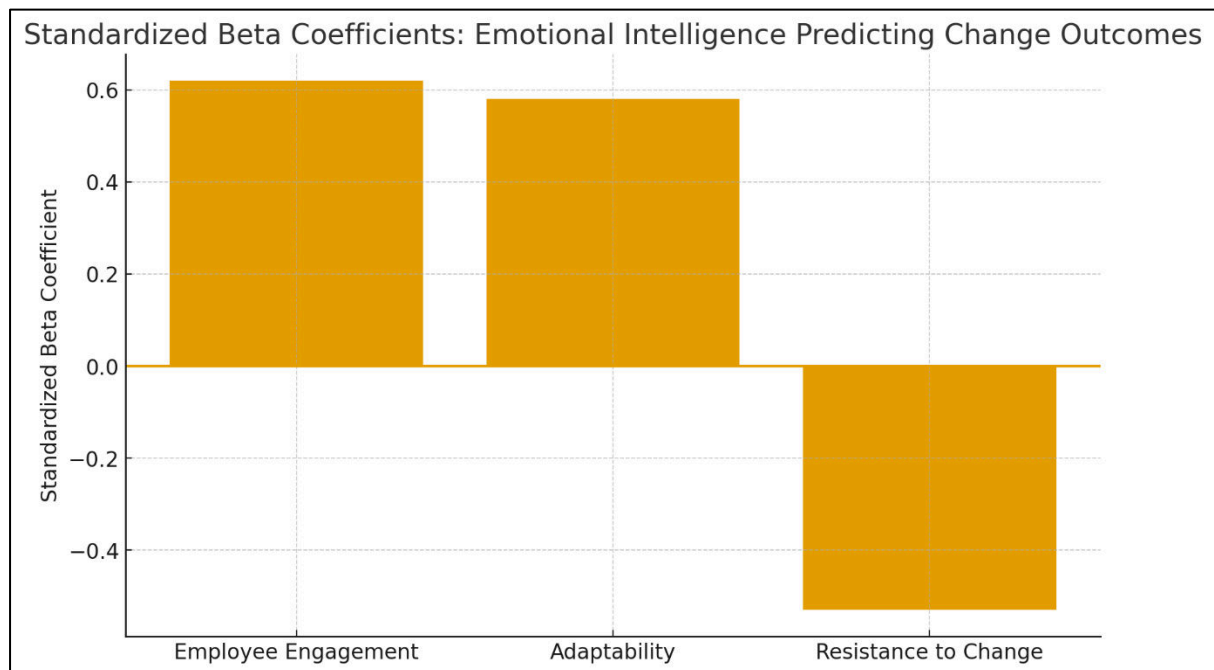


The Power of Emotional Intelligence in Leading Change

A 2024 mixed-method study published in *Scope Journal* examined the role of Emotional Intelligence (EI) in organisational change and adaptation. Using data from employees and leaders across organisations undergoing major transformation, the research explored how EI influences engagement, adaptability, and resistance to change.

The results reinforce what we see every day in leadership and culture work:

Emotional intelligence isn't a "nice-to-have" during change — it's a critical success factor.



S T, N., & Chandrasana, R. (2024). The role of emotional intelligence in organizational change and adaptation. *Scope: A Journal of Social Science*, 14(4), 1286-1293. <http://www.scopus-journal.com/assets/uploads/doc/99d6f-1286-1293.202410686.pdf>

Key Insights

- **EI strongly predicts engagement during change**
 - Individuals with higher EI stay motivated, connected, and proactive rather than withdrawing or waiting for direction.
- **EI improves adaptability**
 - Emotionally intelligent employees manage uncertainty better, learn faster, and maintain focus when roles or systems shift.

- **EI reduces resistance**
 - High-EI leaders and team members regulate stress more effectively and respond to change with curiosity rather than defensiveness.
- **Emotionally intelligent leadership matters most**
 - Leaders who communicate with empathy, listen to concerns, and acknowledge emotional impact reduce anxiety and help teams move forward with confidence.

Why This Matters

In a world where change fatigue, overwhelm, and uncertainty are increasingly common, developing EI across the organisation is now a strategic capability.

When leaders and teams build and use their emotional intelligence, change isn't something that *happens to* people it becomes a process they are willing and able to engage in.

Link to study - <https://scope-journal.com/assets/uploads/doc/99d6f-1286-1293.202410686.pdf>