

## Emotional intelligence as a competence for the animal science professional

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**ABSTRACT:** Corporations started to invest in human capital to employ professionals that presented a holistic view of the commercial area and that were able to utilize the available resources in each demanded situation consciously. Moreover, professionals should also be emotionally centered regarding emotional intelligence (EI) and should have personal and vocational skills. In addition, the labor market demands zootechnicians to be competent at having satisfactory work performance together with the EI abilities. The EI contributes to the presence of a precise particularity in the zootechnician, which will act in different contexts, including the organizational area to promote the training, management of human capital and the physical resources of the agroindustrial organizations.

**Key words:** emotional intelligence, competencies, zootechnicians.

### A inteligência emocional como competência para o profissional de ciência animal

**RESUMO:** As corporações começaram a investir no capital humano, buscando profissionais que possuísem uma visão holística no âmbito comercial, e que fossem capazes de utilizar de forma consciente os recursos disponíveis em cada situação. Estes sendo centrados emocionalmente, no que tange a inteligência emocional (IE), e que possuam habilidades e competências de caráter pessoal e profissional. Adicionalmente, o mercado de trabalho visa zootecnistas que possuam competências para o desempenho satisfatório no trabalho, ressaltando a necessidade de outras habilidades e competências, incluindo a IE. De modo suplementar, a IE contribui para que esse diferencial seja nítido no zootecnista, em que atuará em todas as esferas, incluindo o âmbito organizacional promovendo o treinamento, a gestão do capital humano e dos recursos físicos das organizações agroindustriais.

**Palavras-chave:** Inteligência emocional, competências, zootecnista.

Due to the tendency of the agribusiness growth in the Center-West region of Brazil, new competitor industries of distinct market types were constructed. In this way, the customers started to demand more quality products and services (FILHO, 2013). This demand influenced the corporations to invest in human capital, searching for professionals that presented a holistic view of commercial area and that were able to utilize the available resources in each demanded situation consciously. Moreover, professionals should also be emotionally centered regarding emotional intelligence (IE) and should have personal and vocational abilities and competencies.

In this scenario, the zootechnician started to assist the longing of agribusiness. As

a relatively new occupation in the country, this profession was created 50 years ago in the first graduation course in Zootechny at the Pontifícia Universidade Católica do Rio Grande do Sul (PUC – RS) in Uruguaiana, Brazil, 1966 (COSTA & COSTA, 2016). The zootechnician acts actively in industries that are directly associated with its professional demands, such as in the technical improvement of stocks and the management of companies involving all the relations in the agribusiness chain (BATALHA et al., 2005). Moreover, the zootechnician aggregates excellent reputation for management activity while develops technologies that contribute to the revitalization of animal production.

However, the new market paradigm has been increasingly geared towards a function performed by the professional rather than the occupation itself (FERREIRA et al., 2006). Furthermore, with the increasing market competition, the companies started to plan a selective process that evaluates if the zootechnician has a satisfactory performance in work, still emphasizing the need for other abilities and skills beyond those acquired during their graduation courses (ALMEIDA JR et al., 2012).

The law nº 5.550 of 04 December 1968 references the attributions of the professional zootechnician, such as management, operation, animal breeding orientation, promotion and appliance of fomentation measures and practice of the intrinsic technical supervision (BRASIL, 1968). In this way, the zootechnician should have more than only technical knowledge, once his acting also involves human relationship more than animal handling (GONDIM et al. 2014).

The companies and market demand zootechnicians to search for complementary training in satellite areas as foreign languages, management, and entrepreneurship (FERREIRA et al., 2006). In addition, the search for qualification in the IE field has been growing increasingly in the business environment. In this way, this aspect is crucial for the ascension in the workplace and professional life. The work environment is characterized by demands and is stipulated by each organization, where, in a globalized world, shows the necessity of effective leaders being incorporated into the organizations (FERREIRA et al., 2006). In this context, the zootechnician should focus on developing a good relationship with its colleagues and superiors, practicing some of the EI inherent abilities to guarantee the utmost professional efficiency and a real conviviality between the corporative framework.

Nowadays, we have the knowledge of conflicts between the corporate frameworks in the work environment. Such conflicts may generate a series of commitments that directly affects the corporation and may expose it into an unprofitable condition. Conversely, it is important to ensure that the process of selecting human resources, especially the hired zootechnician, meets the needs of the company and that it guarantees with a supreme excellence of the enterprise's vision regarding its products and services. In this way, the needs of the customers should be tackled together into a close relationship to establish partnerships that benefit both parts.

Attributes associated with the integrative leadership promoted by the EI are essential in the business context, especially in labor environment where the zootechnician acts directly with its client, in rural enterprises by carrying out counseling and technical support to the producers and collaborators of the agribusiness context. In this way, stimulation of personal and organizational transformation in the corporate context promotes the development of technical and humanistic competencies for the professional in the labor market.

The corporate environment is, without doubts, a highly competitive and dynamic scenario, where professionals that have a systemic view of the organizations will be successful and will have an active feature in their working life. Thereof, the EI contributes for the occurrence of an apparent positive feature in the zootechnician, where this professional will act in all spheres of the organizational scope to promote the management of the human capital and physical resources of agribusiness organizations. With this, the zootechnician that has increased levels of EI will certainly be an excellent professional at his work, with ethics and moral, together with the respect of the people of its work environment and will also spread the knowledge without reservations in the organizations of the agribusiness context.

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