



Chapter 2.2

Emotional Intelligence

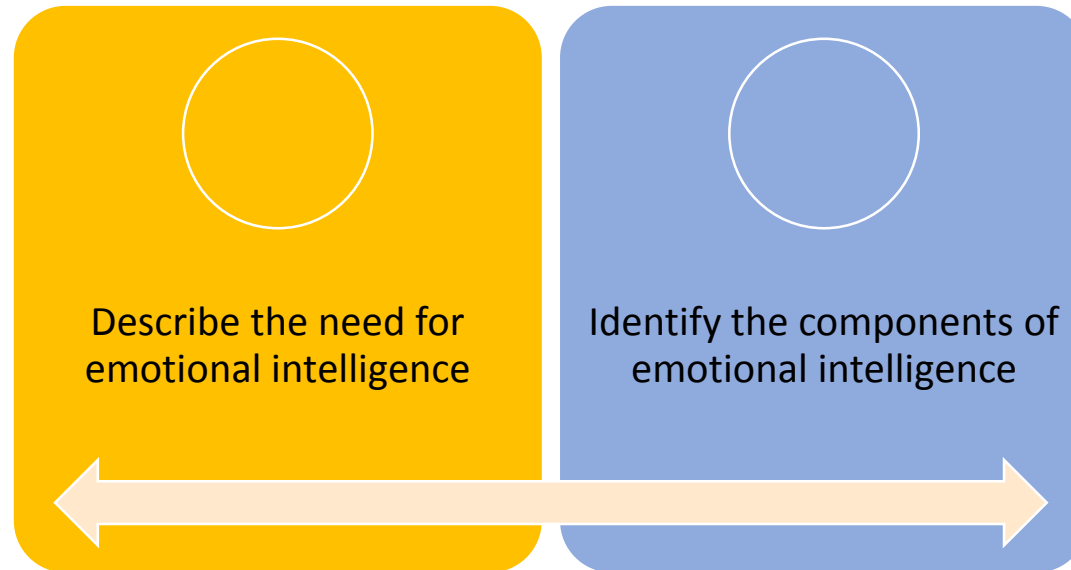


Aim

To acquaint the students with the impact of emotional intelligence on daily life.

Instructional Objectives

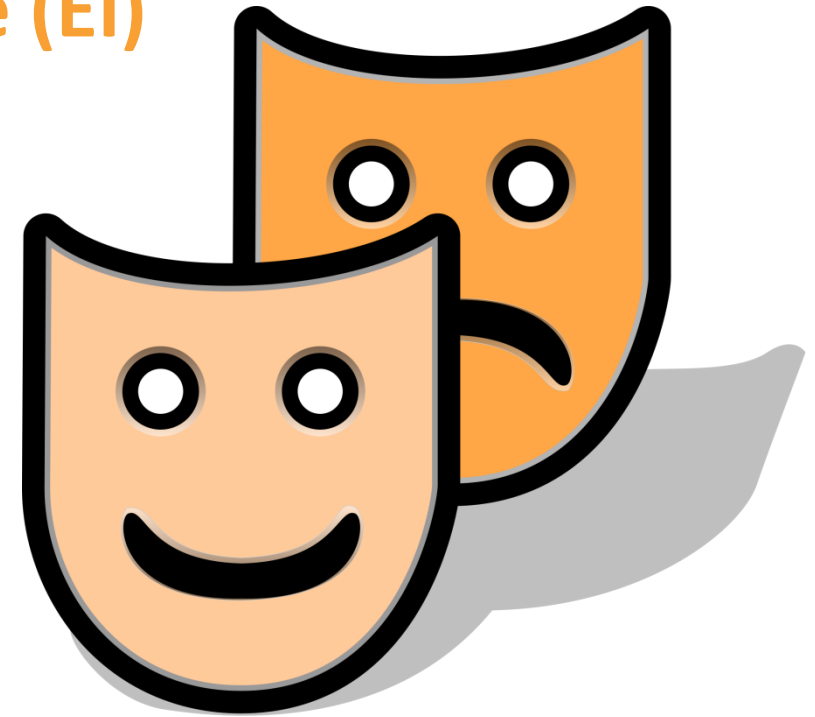
After completing this module, you should be able to:



Emotional Intelligence

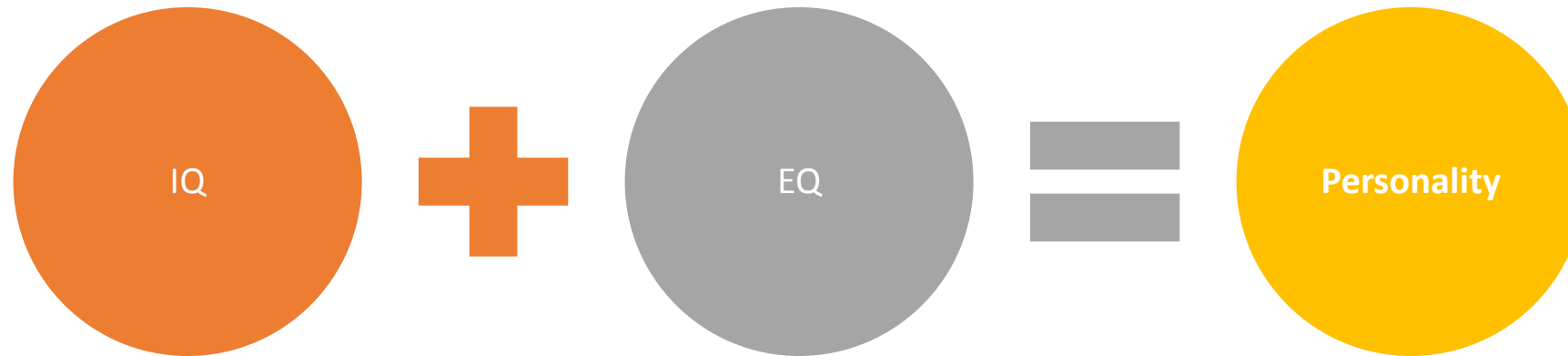
(i) Introduction to Emotional Intelligence (EI)

Emotional intelligence (EI) is one's ability to recognize and understand emotions in self and others and the ability to use this awareness to manage one's behaviour and relationships.



(ii) Meaning and Definition of EI

- Emotional Intelligence is a term coined by Dr. Peter Salovey of Yale University and Dr. John Mayer of the University of New Hampshire
- Popularised by Daniel Goleman
- He states that Emotional Quotient (EQ) and Intelligence Quotient (IQ) are separate entities
- IQ can be measured and represented as a number. It is not flexible
- EQ is flexible



Intelligence quotient is a measurement of a person's intelligence and can be quantified as a number.

Emotional quotient is the capacity to recognize our own feelings and those of others for motivating ourselves and managing emotions well in social interactions.

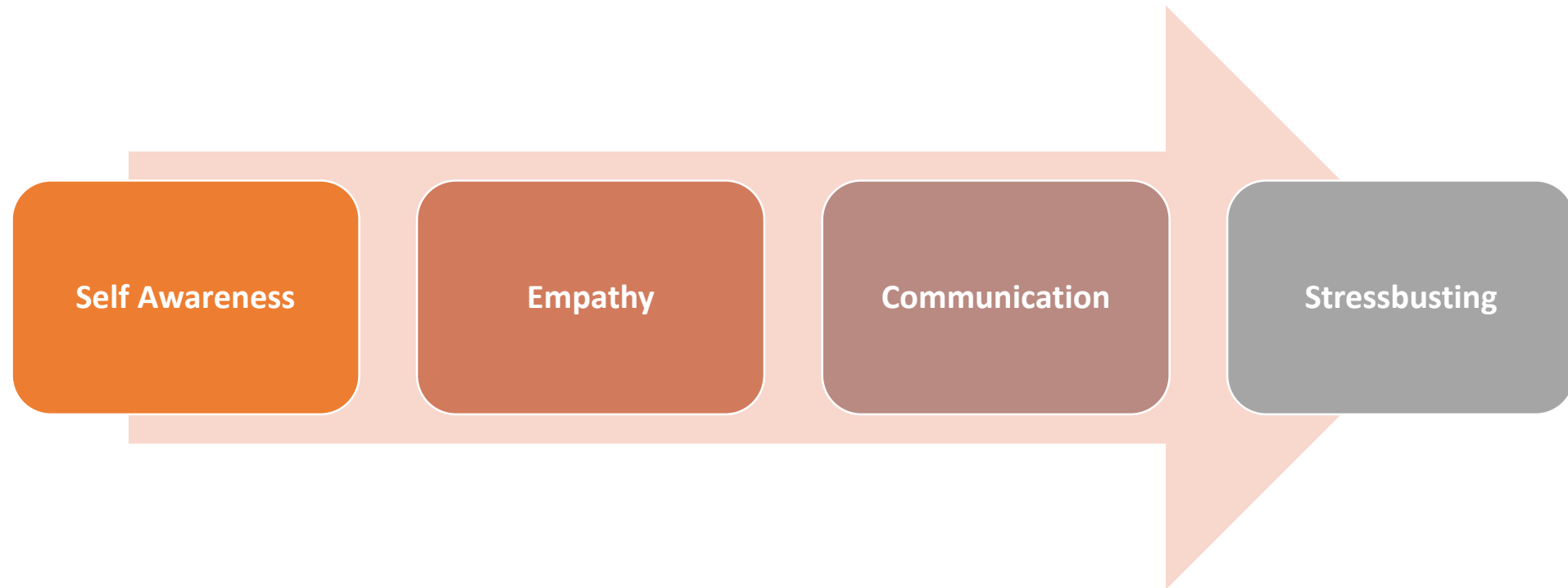
(iii) Need for Emotional Intelligence

- Emotionally intelligent people tend to be more successful in life
 - They bring in better profits to companies than others
 - They show better productivity results
 - They outperform others
 - Their levels of self awareness being high they are open to correction and feedback
 - They are less likely to drop out of their jobs
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(iv) Why do Students need Emotional Intelligence?

- Busy schedule
 - Disregard for mental and emotional well being
 - Emphasis on academic success
 - Change in work dynamics worldwide
 - To prepare for challenges
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(v) Strategies to Improve Emotional Intelligence in Students





Quiz / Assessment

1. _____ are a response to stimuli.

- a) Angry outbursts
- b) Hatred
- c) Emotions
- d) Answers

2. _____ affects how one manages one's behaviour and relationships.

- a) Emotion quotient
- b) Emotional Intelligence
- c) Attitude
- d) Values



Quiz / Assessment

3. Personality is made up of _____

- a) EQ
- b) IQ
- c) EQ+IQ
- d) Attitude and Behaviour

4. One of the reasons for the need for emotional intelligence is

- a) Change in workplace dynamics
- b) People becoming more difficult
- c) Increased need to work in teams
- d) Low intelligence quotient

Components of Emotional Intelligence (EI)

Components of Emotional Intelligence (EI)

Self-awareness

- The ability to recognize and understand personal moods, emotions and drives as well as their effect

Self-regulation

- The ability to control disruptive impulses and moods, suspend judgment and think before acting

Motivation

- A passion to work for internal reasons that go beyond money and status or external rewards

Empathy

- The ability to understand the emotional makeup of others

Social Skills

- Proficiency in managing relationships and building networks

(i) Importance of EI

Emotional intelligence affects the following:

- Work performance
- Physical health
- Mental health
- Relationships

(a) Qualities Employers Look for in New Hires

In a national survey of what employers are looking for in entry-level workers gave this list of qualities employers are looking for:

- Listening and oral communication
- Adaptability and creative responses to setbacks and obstacles
- Personal management, confidence, motivation to work toward goals, a sense of wanting to develop one's career and take pride in accomplishments
- Group and interpersonal effectiveness, cooperativeness and teamwork, skills at negotiating disagreements
- Effectiveness in the organization, wanting to make a contribution, leadership potential

(b) Lack of EI

A lack of EI can lead to the following:

- Insensitivity
- Arrogance
- Volatility
- Rigidity
- Selfishness



Quiz / Assessment

5) _____ is the ability to understand the emotional make up of people

- a) Sympathy
- b) Empathy
- c) Compassion
- d) Kindness

6) Most global companies prefer to hire employees with high _____

- a) Intelligence quotient
- b) Technical Expertise
- c) Risk appetite
- d) Emotional intelligence quotient



Quiz / Assessment

7.) One of the skills employers are now looking for while hiring is

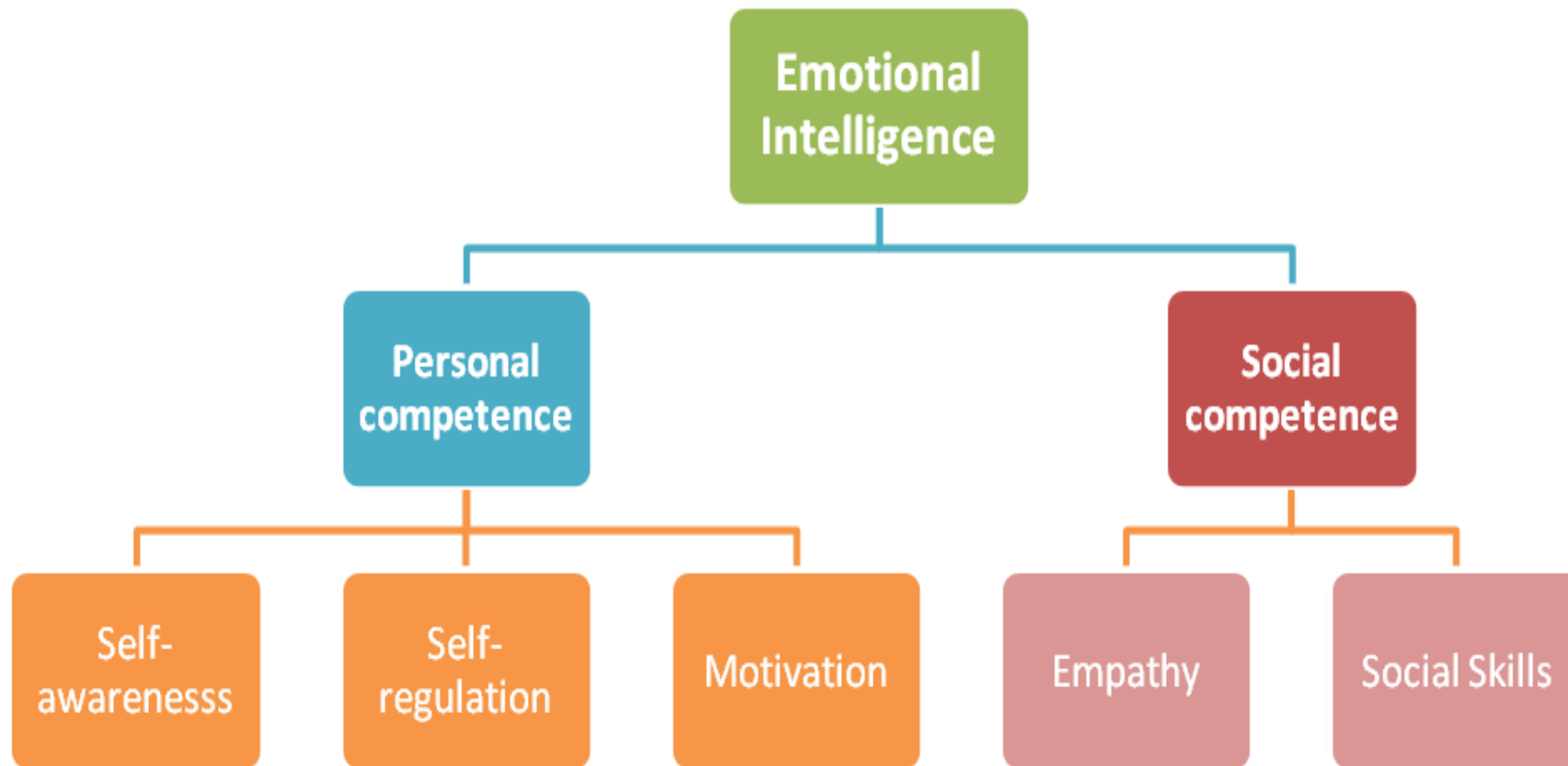
- a) Interpersonal effectiveness
- b) Intelligence
- c) Efficiency
- d) Effectiveness

8. Lack of self awareness can cause

- a) Dysfunctions
- b) Layoffs
- c) Empathy
- d) Volatility

Competences of EI

Competences of EI



Elements of EI – Personal Competences

Elements of EI	Meaning	Attributes
Self-awareness	The capacity to understand your moods, motives and emotions and their effects on others	Self-confidence Realistic self-assessment Self-critical sense of humour
Self-regulation	The capacity to control or redirect moods and impulses The inclination to suspend judgment and think before acting	Trustworthiness and integrity Openness to change Comfort in ambiguity
Motivation	The passion to work for values that go beyond money or status The inclination to pursue goals with energy and perseverance	Achievement driven Optimism in failures too Commitment

Elements of EI – Social Competences (contd)

Elements of EI	Meaning	Attributes
Empathy	The capacity to understand the emotional makeup of others	Expertise in building and retaining relationships
	Skill in dealing with people taking into consideration their emotional reactions	Cross-cultural sensitivity
Social Skills	Proficiency in building relationships and spreading networks	Effectiveness in initiating and leading change
	The ability to find common ground and build rapport	Persuasiveness Expertise in building and leading people

2.2.4 Skills to Develop Emotional Intelligence



- [illegible]

(b) Self regulation



- ability to control disruptive impulses and moods
- ability to think before acting
- managing your emotions appropriately
- understanding how you feel
- managing the emotions you feel
- Self control plays an important role

(c) Motivation

- passion to work for reasons beyond monetary gain
- drive to improve, achieve, etc
- key skills are – self motivation, time management
- propensity to pursue and achieve goals



Empathy

- the ability to put oneself in another person's shoes
- awareness of the feelings and needs of others
- ability to see things from their point of view



Social skills



- ability to establish and build rapport with people
- ability to build networks and manage relationships
- easy to get along with, being a good listener, being trustworthy are some of the skills



Quiz / Assessment

9) _____ is the ability to think before acting.

- a) Self awareness
- b) Self regulation
- c) Motivation
- d) Empathy

10) _____ is an attribute of social skills.

- a) Persuasiveness
- b) Cross cultural sensitivity
- c) Openness to change
- d) Commitment



Quiz / Assessment

11) _____ is the desire to work for values rather than accumulation of wealth.

- a) Motivation
- b) Empathy
- c) Self awareness
- d) Self regulation

12) One can be better at social skills by

- a) Being a better speaker
- b) Being a better listener
- c) Being motivated
- d) Learning to resolve conflicts



Activity

Brief description of activity

Offline Activity
(30 mins)

Description: Group activity
The class is split into five groups.
Each group is to make a
presentation on one component of
EI.



Summary

- ✓ Emotional intelligence is one's ability to recognize and understand emotions in self and others
- ✓ Dr. Peter Salovey of Yale University and Dr. John Mayer of the University of New Hampshire coined the term 'Emotional Intelligence'
- ✓ Intelligence quotient is a measurement of a person's intelligence and can be quantified as a number.
- ✓ Emotional intelligence at work is essentially how people and relationships function.
- ✓ Lack of emotional intelligence can disrupt one's career.
- ✓ The personal competence comprises of self-awareness, self-regulation, and motivation.



e-References

- 2011-2017, (. (2017). *Emotional Intelligence | Skills You Need*. Skillsyouneed.com. Retrieved from <https://www.skillsyouneed.com/general/emotional-intelligence.html>
- Emotional Intelligence - Daniel Goleman. (2017). Daniel Goleman. Retrieved from <http://www.danielgoleman.info/topics/emotional-intelligence/>*
- Bradberry, T., & more, R. (2017). *11 Signs That You Lack Emotional Intelligence. Entrepreneur. Retrieved from <https://www.entrepreneur.com/article/288181>*



External Resources

1. *Goleman, D. (2017). Emotional Intelligence (1st ed.).*
2. *Bradberry, T. (2017). Emotional Intelligence 2.0 (1st ed.).*
3. *HBR's 10 Must Reads on Emotional Intelligence. (2017) (1st ed.).*

THANK YOU