

## Module 2.2

### Emotional Intelligence

#### Introduction to Emotional Intelligence (EI):

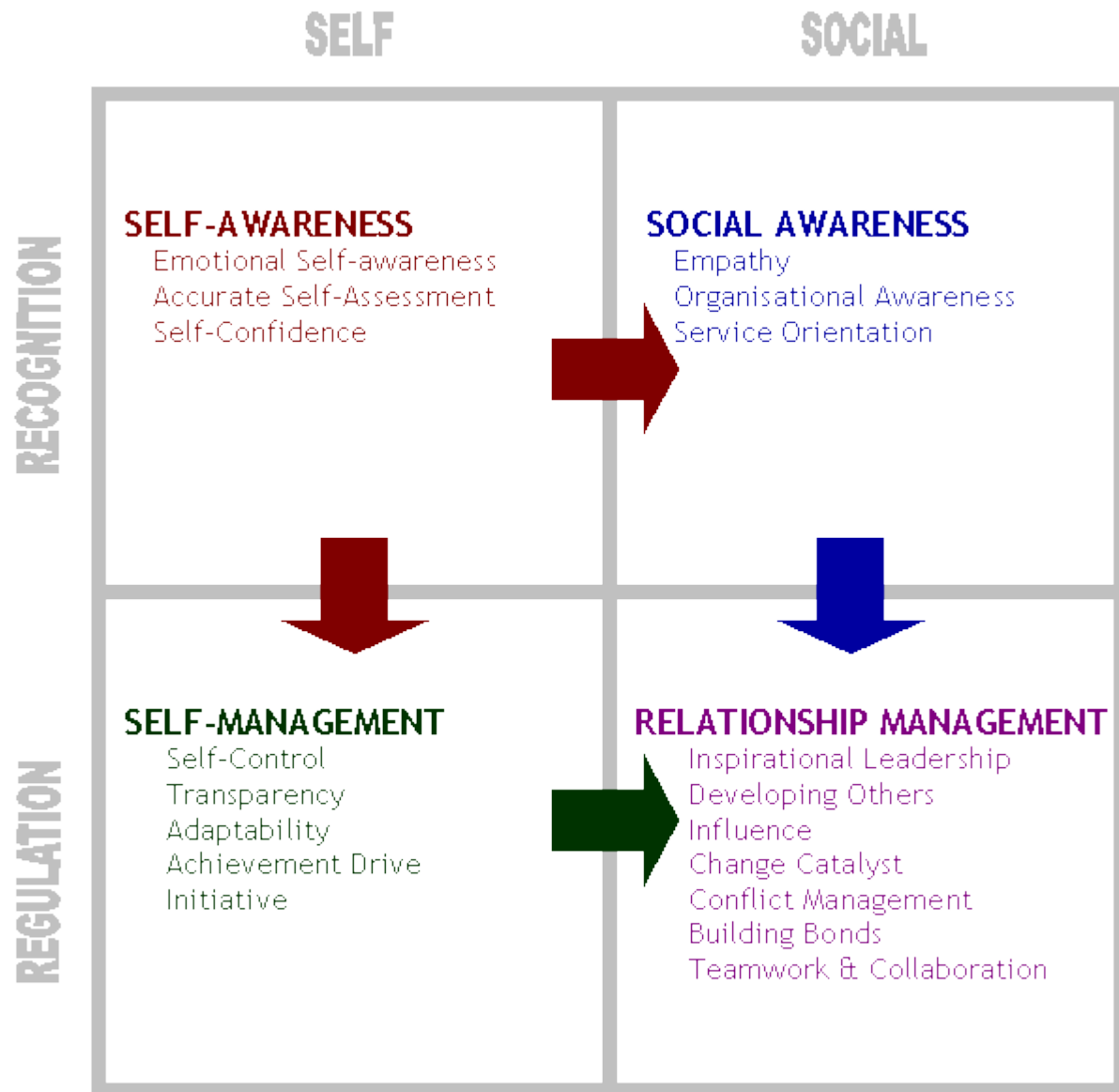
Emotional intelligence (EI) is one's ability to recognize and understand emotions in self and others and the ability to use this awareness to manage one's behaviour and relationships. People with a high degree of **emotional intelligence** know what they're feeling, what their **emotions** mean, and how these **emotions** can affect other people.

#### **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

**Emotional intelligence** has been defined, by **Peter Salovey** and **John Mayer**, as "the ability to monitor one's own and other people's **emotions**, to discriminate between different **emotions** and label them appropriately, and to use **emotional** information to guide thinking and behavior".

Popularised by Daniel Goleman: The following steps describe the five components of emotional intelligence at work, as developed by Daniel Goleman. Goleman is a science journalist who brought "emotional intelligence" on the bestseller list and has authored a number of books on the subject, including "Emotional Intelligence," "Working With Emotional Intelligence," and, lately, of "Social Intelligence: The New Science of Human Relationships."



- 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

**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

(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

**Students** with higher levels of **emotional intelligence** are able to better manage themselves and relate to others around them. This **can** help them develop improved self-motivation and more effective communication skills—essential skills to helping **students** become more confident learners. They can also communicate effectively.

### **Strategies to Improve Emotional Intelligence in Students:**

Self Awareness

Empathy

Communication

Stressbusting

### **Components of Emotional Intelligence (EI)**

Emotional intelligence involves the ability to understand and manage emotions. Experts agree that this type of intelligence plays an important role in success, and some have suggested that emotional intelligence might even be more important than IQ. In any case, research has suggested that emotional intelligence is linked to everything from decision-making to academic achievement.

So, what does it take to be emotionally intelligent? Psychologist and best-selling author Daniel Goleman has suggested that there are five components critical to emotional intelligence.

- Self Awareness
- Self Regulation
- Motivation
- Empathy
- Social Skills

### **(i) Importance of EI Emotional intelligence affects the following:**

- Work performance
- Physical health
- Mental health
- Relationships

**Emotional intelligence** allows you to understand and manage your **emotions** in order to self-motivate and to create positive social interactions; it's the first step in realizing your true potential. The value and benefits of EI are vast in terms of personal, academic, and professional success.

**(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

## Competences of EI

### Elements of EI – Personal Competences

<b>SELF-AWARENESS</b>	<b>SELF-REGULATION</b>	<b>MOTIVATION</b>	<b>EMPATHY</b>	<b>SOCIAL SKILL</b>
<b>Definition:</b> the ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	the ability to control or redirect disruptive impulses and moods; the propensity to suspend judgment—to think before acting	a passion to work for reasons that go beyond money or status; a propensity to pursue goals with energy and persistence	the ability to understand the emotional makeup of other people; skill in treating people according to their emotional reactions	proficiency in managing relationships and building networks; an ability to find common ground and build rapport
<b>Hallmarks:</b> <ul style="list-style-type: none"> <li>• self-confidence</li> <li>• realistic self-assessment</li> <li>• self-deprecating sense of humor</li> </ul>	<ul style="list-style-type: none"> <li>• trustworthiness and integrity</li> <li>• comfort with ambiguity</li> <li>• openness to change</li> </ul>	<ul style="list-style-type: none"> <li>• strong drive to achieve</li> <li>• optimism, even in the face of failure</li> <li>• organizational commitment</li> </ul>	<ul style="list-style-type: none"> <li>• expertise in building and retaining talent</li> <li>• cross-cultural sensitivity</li> <li>• service to clients and customers</li> </ul>	<ul style="list-style-type: none"> <li>• effectiveness in leading change</li> <li>• persuasiveness</li> <li>• expertise in building and leading teams</li> </ul>

Having emotional intelligence is crucial for leader success. No one is more likely to succeed and earn respect than a leader who stays in control, has a calm approach, and a positive personality.

They also have the ability to handle other people's emotions, which is crucial for the right leader

## 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.