Audit Course Report

on

**Emotional Intelligence**

*By*

ADITYA SOMANI (71901204L)

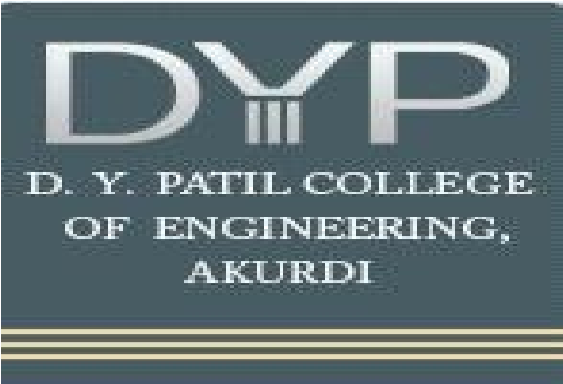
VEDANT KADAM (71901489B)

OMKAR SUMBE (71901880D)

ADITYA KHANORKAR (71901528G)

*Under the guidance of*

**Ms. Surbhi Dongaonkar**



Department of Information Technology

D. Y. PATIL COLLEGE OF ENGINEERING, AKURDI, PUNE

**SAVITRIBAI PHULE PUNE UNIVERSITY**

**2021-2022**

Date: 18-11-2021

**CERTIFICATE**

This is to certify that,

ADITYA SOMANI (71901204L)

VEDANT KADAM (71901489B)

OMKAR SUMBE (71901880D)

ADITYA KHANORKAR (71901528G)

of class B.E IT, have successfully completed their Audit Course work on “Emotional Intelligence’’ at D. Y. Patil College of Engineering in the partial fulfilment of the Graduate Degree course in B.E at the department of **Information Technology**, in the academic Year 2021-2022 Semester – I as prescribed by the Savitribai Phule Pune University.

Ms. Surbhi Dongaonkar Ms. Preeti Patil

Project Guide Head Of

Department(IT)

# Acknowledgement

We take this opportunity to thank our Audit Course guide Ms. Dipali Patil madam and Head of the Department Dr. Preeti Patil madam for their valuable guidance and for providing all the necessary facilities, which were indispensable in the completion of this project report. We are also thankful to all the staff members of the Department of Information Technology of D. Y. Patil College of Engineering, Akurdi for their valuable time, support, comments, suggestions and persuasion. We would also like to thank the institute for providing the required facilities, Internet access and important books.

ADITYA SOMANI (71901204L)

VEDANT KADAM (71901489B)

OMKAR SUMBE (71901880D)

ADITYA KHANORKAR (71901528G)

**Contents :-**

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Topic** | **Page No.** |
| 1. | **Introduction** | **5** |
| 2. | **What is Emotional Intelligence (EQ)** | **6** |
| 3. | **Difference between IQ and EQ** | **6** |
| 4. | **How EQ Affects you** | **7** |
| 5. | **How we can measure your EQ** | **8** |
| 6. | **EQ Model** | **9** |
| 7. | **How we can improve EQ** | **10** |
| 8. | **Conclusion** | **12** |
| 9. | **References** | **12** |

# Introduction :-

Emotional intelligence (EI) is most often defined as the ability to perceive, use, understand, manage, and handle emotions. People with high emotional intelligence can recognize their own emotions and those of others, use emotional information to guide thinking and behavior, discern between different feelings and label them appropriately, and adjust emotions to adapt to environments. Although the term first appeared in 1964, it gained popularity in the 1995 best-selling book Emotional Intelligence, written by science journalist Daniel Goleman. Goleman defined EI as the array of skills and characteristics that drive leadership performance.

Various models have been developed to measure EI. The trait model, developed by Konstantinos V. Petrides in 2001, focuses on self reporting of behavioral dispositions and perceived abilities. The ability model, developed by Peter Salovey and John Mayer in 2004, focuses on the individual's ability to process emotional information and use it to navigate the social environment. Goleman's original model may now be considered a mixed model that combines what has since been modeled separately as ability EI and trait EI. More recent research has focused on emotion recognition, which refers to the attribution of emotional states based on observations of visual and auditory nonverbal cues. In addition, neurological studies have sought to characterize the neural mechanisms of emotional intelligence.

Studies have shown that people with high EI have greater mental health, job performance, and leadership skills, although no causal relationships have been shown. EI is typically associated with empathy because it involves an individual connecting their personal experiences with those of others. Since its popularization in recent decades, methods of developing EI have become widely sought by individuals seeking to become more effective leaders.

Criticisms have centered on whether EI is a real intelligence, and whether it has incremental validity over IQ and the Big Five personality traits. However, meta-analyses have found that certain measures of EI have some validity even when controlling for IQ and personality.

# What is Emotional Intelligence :-

**“ Emotional Intelligence is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. ”**

Emotional intelligence helps you build stronger relationships, succeed at school and work, and achieve your career and personal goals. It can also help you to connect with your feelings, turn intention into action, and make informed decisions about what matters most to you.

The ability to express and control emotions is essential, but so is the ability to understand, interpret, and respond to the emotions of others. Imagine a world in which you could not understand when a friend was feeling sad or when a co-worker was angry. Psychologists refer to this ability as emotional intelligence, and some experts even suggest that it can be more important than IQ in your overall success in life.

# What’s the difference between IQ and EQ? :-

Your IQ usually refers to your intellectual ability. Some of the most common elements of your IQ include your ability to:

* use logic to solve problems
* plan and strategize
* understand abstract ideas
* learn and adapt to change
* grasp and use language

Your emotional quotient (EQ) generally refers to your ability to sense emotion in yourself and in other people. It also refers to how you use that awareness to guide your behavior. In general, if you have a high EQ, you may find it easier to:

* identify emotions in yourself and others
* empathize with other people
* adapt your feelings and behavior to different situations
* control your impulses
* withstand temptations and delay gratification
* resolve conflicts with others
* communicate effectively

# Why is emotional intelligence so important? :-

As we know, it’s not the smartest people who are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual ability or your intelligence quotient (IQ) isn’t enough on its own to achieve success in life. Yes, your IQ can help you get into college, but it’s your EQ that will help you manage the stress and emotions when facing your final exams. IQ and EQ exist in tandem and are most effective when they build off one another.

**Emotional intelligence affects:**

Your performance at school or work. High emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career. In fact, when it comes to gauging important job candidates, many companies now rate emotional intelligence as important as technical ability and employ EQ testing before hiring.

Your physical health. If you’re unable to manage your emotions, you are probably not managing your stress either. This can lead to serious health problems. Uncontrolled stress raises blood pressure, suppresses the immune system, increases the risk of heart attacks and strokes, contributes to infertility, and speeds up the aging process. The first step to improving emotional intelligence is to learn how to manage stress.

Your mental health. Uncontrolled emotions and stress can also impact your mental health, making you vulnerable to anxiety and depression. If you are unable to understand, get comfortable with, or manage your emotions, you’ll also struggle to form strong relationships. This in turn can leave you feeling lonely and isolated and further exacerbate any mental health problems.

Your relationships. By understanding your emotions and how to control them, you’re better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

Your social intelligence. Being in tune with your emotions serves a social purpose, connecting you to other people and the world around you. Social intelligence enables you to recognize friend from foe, measure another person’s interest in you, reduce stress, balance your nervous system through social communication, and feel loved and happy.

# How Emotional Intelligence Is Measured:-

A number of different assessments have emerged to measure levels of emotional intelligence. Such tests generally fall into one of two types: self-report tests and ability tests.

Self-report tests are the most common because they are the easiest to administer and score.

On such tests, respondents respond to questions or statements by rating their own behaviors. For example, on a statement such as "I often feel that I understand how others are feeling," a test-taker might describe the statement as disagree, somewhat disagree, agree, or strongly agree.

Ability tests, on the other hand, involve having people respond to situations and then assessing their skills. Such tests often require people to demonstrate their abilities, which are then rated by a third party.

If you are taking an emotional intelligence test administered by a mental health professional, here are two measures that might be used :-

* Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) is an ability-based test that measures the four branches of Mayer and Salovey's EI model. Test-takers perform tasks designed to assess their ability to perceive, identify, understand, and manage emotions.
* Emotional and Social Competence Inventory (ESCI) is based on an older instrument known as the Self-Assessment Questionnaire and involves having people who know the individual offer ratings of that person’s abilities in several different emotional competencies. The test is designed to evaluate the social and emotional abilities that help distinguish people as strong leaders.

There are also plenty of more informal online resources, many of them free, to investigate your emotional intelligence.

* 1. https://globalleadershipfoundation.com/geit/eitest.html
  2. https://www.ihhp.com/free-eq-quiz/
  3. https://memorado.com/emotional\_quotient
  4. https://testyourself.psychtests.com/testid/3979

# Emotional Intelligence Quotient Model:-

Emotional intelligence is the capacity to blend thinking and feeling to make optimal decisions — which is key to having a successful relationship with yourself and others. To provide a practical and simple way to learn and practice emotional intelligence, Six Seconds developed a three-part model in 1997 as a process – an action plan for using emotional intelligence in daily life.

This model of EQ-in-Action begins with three important pursuits: to become more aware ( noticing what you do), more intentional (doing what you mean), and more purposeful (doing it for a reason).

* **Know Yourself**

Clearly seeing what you feel and do.

Emotions are data, and these competencies allow you to accurately collect that information.

* **Choose Yourself**

Doing what you mean to do.

Instead of reacting “on autopilot,” these competencies allow you to proactively respond.

* **Give Yourself**

Doing it for a reason.

These competencies help you put your vision and mission into action so you lead on purpose and with full integrity.

Know Yourself gives you the “what” – when you Know Yourself, you know your strengths and challenges, you know what you are doing, what you want, and what to change.

Choose Yourself provides the “how” – it shows you how to take action, how to influence yourself and others, how to “operationalize” these concepts.

Give Yourself delivers the “why” – when you Give Yourself you are clear and full of energy so you stay focused why to respond a certain way, why to move in a new direction, and why others should come on board.

You’ll notice we present the model in a CIRCLE – it’s not a list, it’s a process! The process works when you spin it, like a propeller moving a ship. As you move through these three pursuits you gain positive momentum!

# How we can Improve our EQ :-

Emotional intelligence, or EQ, continues to be an increasingly popular skill to have in the professional world. Many may be wondering why emotional intelligence continues to increase in importance among peers in an evolving workplace. Simply put, emotional intelligence is not a trend. Major companies have compiled statistical proof that employees with emotional intelligence undoubtedly affect the bottom line. In fact, companies with employees that have high levels of emotional intelligence see major increases in total sales and productivity.

In a competitive workplace, developing your EQ skills is vital to your professional success. Below are 10 ways to increase your EQ:

1. Utilize an assertive style of communicating. :-

Assertive communication goes a long way toward earning respect without coming across as too aggressive or too passive. Emotionally intelligent people know how to communicate their opinions and needs in a direct way while still respecting others.

1. Respond instead of reacting to conflict. :-

During instances of conflict, emotional outbursts and feelings of anger are common. The emotionally intelligent person knows how to stay calm during stressful situations. They don't make impulsive decisions that can lead to even bigger problems. They understand that in times of conflict the goal is a resolution, and they make a conscious choice to focus on ensuring that their actions and words are in alignment with that.

1. Utilize active listening skills. :-

In conversations, emotionally intelligent people listen for clarity instead of just waiting for their turn to speak. They make sure they understand what is being said before responding. They also pay attention to the nonverbal details of a conversation. This prevents misunderstandings, allows the listener to respond properly and shows respect for the person they are speaking to. 4. Be motivated. :-

Emotionally intelligent people are self-motivated and their attitude motivates others. They set goals and are resilient in the face of challenges.

1. Practice ways to maintain a positive attitude. :-

Don't underestimate the power of your attitude. A negative attitude easily infects others if a person allows it to. Emotionally intelligent people have an awareness of the moods of those around them and guard their attitude accordingly. They know what they need to do in order to have a good day and an optimistic outlook. This could include having a great breakfast or lunch, engaging in prayer or meditation during the day or keeping positive quotes at their desk or computer.

1. Practice self-awareness. :-

Emotionally intelligent people are self-aware and intuitive. They are aware of their own emotions and how they can affect those around them. They also pick up on others' emotions and body language and use that information to enhance their communication skills. 7. Take critique well. :-

An important part of increasing your emotional intelligence is to be able to take critique. Instead of getting offended or defensive, high EQ people take a few moments to understand where the critique is coming from, how it is affecting others or their own performance and how they can constructively resolve any issues.

1. Empathize with others. :-

Emotionally intelligent people know how to empathize. They understand that empathy is a trait that shows emotional strength, not weakness. Empathy helps them to relate to others on a basic human level. It opens the door for mutual respect and understanding between people with differing opinions and situations.

1. Utilize leadership skills. :-

Emotionally intelligent people have excellent leadership skills. They have high standards for themselves and set an example for others to follow. They take initiative and have great decision making and problem-solving skills. This allows for a higher and more productive level of performance in life and at work.

1. Be approachable and sociable. :-

Emotionally intelligent people come off as approachable. They smile and give off a positive presence. They utilize appropriate social skills based on their relationship with whomever they are around. They have great interpersonal skills and know how to communicate clearly, whether the communication is verbal or nonverbal.

# Conclusion :-

The main purpose of Emotional Intelligence is to be able to Perceive, Evaluate and Control our Emotions. Ability to understand and deal with the surroundings in efficient manner. Emotional intelligence helps you build stronger relationships, succeed at school and work, and achieve your career and personal goals. It can also help you to connect with your feelings, turn intention into action, and make informed decisions about what matters most to you. And make the most out of resources you get as what you are and how you are, and helps you become who you are.

# References :-

https://en.wikipedia.org/wiki/Emotional\_intelligence https://www.helpguide.org/articles/mental-health/emotional-intelligence-eq.html https://www.verywellmind.com/what-is-emotional-intelligence-2795423 <https://www.mindtools.com/pages/article/newLDR_45.html>https://psychcentral.com/lib/what-is-emotional-intelligence-eq