

# Ethics\_SS Class 11

2nd July, 2024 at 9:00 AM

## BRIEF ABOUT THE LAST CLASS (09:00 AM)

## EMOTIONAL INTELLIGENCE (09:02 AM) (see in notebook)

### EMOTIONS

- Emotions are defined as personal experience which is a complex interplay between three variables **situation; cognitive; and physiological.**

### DIFFERENT TYPES OF EMOTIONS

- Primary:**
  - Direct emotional response to a situation.
  - Ex: x" became sad because "y" said something hurtful.
- Secondary:**
  - Emotional response to a primary emotion.
  - "x" because of sadness, experiences anger as he disapproves of the behavior of "y".
- Positive:**
  - Some emotions make you feel good, they are pleasant.
  - Ex. Love, Joy, Happiness, etc
- Negative:**
  - Some emotions make you feel miserable, and lowering your confidence is responsible for your downfall.
  - Ex. Hate, Jealousy, Greed, Lust, Etc

To understand primary and secondary emotion - let say x and y are friends and y says something hurtful to x and x became sad then after sometime x realizes ki 'dost h toh kya hua ese kaise kuch bhi bol dega' and then x became angry on y.

### Myth:

- 1. Distractions
- 2. Arbitary Behaviour
- 3. Dilutes Rationality
- 4. Obstructs Objective decision making
- 5. Negative impacts on the efficiency of any Organisation:
  - Ex. Glass ceiling- It refers to a transparent ceiling in every organization beyond which a woman is not promoted as it is perceived, they are emotional rather than rational.
  - However, Various research in behavioral science has proven beyond doubt that emotions help in
    - 1. Motivating us
    - 2. Building trust
    - 3. **Constructive Feedback**
    - 4. Improve Interpersonal relations
    - 5. Strengthening social capital
  - thereby improving the efficiency of the organization.
- Hence, the challenge is not emotion which impacts rationality but the lack of ability to manage emotions.

## EMOTIONAL INTELLIGENCE: (09:38 AM)

- It is defined as the ability to identify, use, understand, and manage emotions of self and others positively. in a positive way to
- Overcome challenges
- Effective communication
- Interpersonal relations
- Diffuse conflicts
- Develop social capital
- **The ability to Identify:** Recognising when a friend is feeling low and offering support without being expressively told.
- **The ability to use:** Use your enthusiasm to motivate yourself to complete the challenging task.
- **Ability to understand:** Empathising with co-workers' frustrations and understanding the reasons behind their emotions will lead to effective teamwork.
- **Ability to manage:** Staying calm and composed in high-pressure situations will enable you to make rational decisions instead of reacting impulsively.
- Alternative definition:
- EI is the ability to Reason with emotion and use emotions in reasoning.
- Ex. Phobia.

## BUILDING BLOCKS- DANIEL GOLEMAN (09:55 PM)

- Daniel Goleman is the father of Emotional intelligence.
- ✓ Success of any organization 80% depends upon EQ and only 20% depends upon IQ.

### 5 Building Blocks of EI 5 BUILDING BLOCK OF EMOTIONAL INTELLIGENCE

#### 1. SELF-AWARENESS

- It is defined as a score of EI.
- According to Aristotle, "Knowing yourself is the beginning of all Wisdom"
- Self-awareness refers to the ability of individuals to accurately perceive their
- 1. Strength, weakness;
- Ex. If I am aware of my strengths and weaknesses, it will lead to realistic goal setting which will lead to frequent goal achievement then will lead to self-motivation.
- 2. Responsible; Responsibilities:
- Ex. It is easier to hold accountability, easy to ensure integrity and walk the talk.
- 3. Emotions;
- If aware, it is easy to manage good interpersonal relations.
- 4. Motivation.
- Ex. If I am aware of my strengths and weaknesses, it will lead to realistic goal setting which will lead to frequent goal achievement then will lead to self-motivation.
- One should be aware of their motivations as it will ensure that one does not indulge in corrupt practices. Also, job satisfaction, More efficiency, and productivity at the workplace.
- **Benefits: of Self Awareness -**
- It helps in self evaluation by accepting constructive feedback.
- Understanding one's own motivation helps a person to enjoy what they are doing and keeps them focused in case of setbacks.
- Individuals will refrain from unrealistic target setting and avoid inefficiency.
- Individuals with self-awareness can empathize with those in similar situations and will create sensitivity.
- It will also help us in dealing with external factors which are beyond our control.

## 2. SELF-MOTIVATION (10:13 AM)

- It is defined as an energetic and persistent approach toward goal assessment.
- **Strategies for self-motivation:**
- Setting small targets.
- Tracking your progress.
- Rewarding yourself for target achievement and ~~making~~ achieving the targets a habit.  
make
- Motivational talks.
- Talking to your own self.
- Listening to ~~other~~ <sup>other's</sup> motivational stories.
- Using ~~not~~ <sup>not</sup> fear appeal regarding **negative consequences** of not achieving the targets.
- Remembering your past achievements.
- Remembering your loved ones.
- One can visualize the prospect of achieving the goal.
- Creating a **guilty feeling**.
- Having a reference group and indulging in anticipatory ~~socializing~~ <sup>socialization</sup>.
- Reflecting on your mistake.
- Taking a short break and ~~perceiving~~ <sup>pursuing</sup> a hobby can lead to **rejuvenation**.
- Indulging in **Yoga, Meditation, and Physical activity** to release stress.
- Embracing the positive peer pressure,
- **SWOT** analysis.

"Rule your feelings, else your feelings will rule you" --- Publilius Syrus

## 3. SELF-REGULATION (10:26 AM)

- Do not become a prisoner of your emotions.
- Self-regulation will ensure
- 1. Ability to control impulse behavior; Road Rage; Gaming disorder: consumerism; Etc
- Ex. Binge-watching, **Binge eating, Road rage, Gaming disorders, consumerism etc.**
- 2. Thinking before acting
- Ex. Hate speeches, Indulging in corruption, etc.
- 3. Ability to hold judgment about others.
- Ex. Prejudice or Stereotypes.
- Self-regulated people have the following attributes.
- Discipline, wisdom, Integrity, honesty, patience, calmness, tolerance, Understanding.

## Compassion = Empathy + Action

### 4. EMPATHY

- The ability of an individual to understand the emotional profile of an individual by imaginatively placing themselves in their position.
- Attribute of person who ~~emphasizes:~~ **empathizes**
- Kindness
- Good listener
- Value of patience
- Good observations skills
- **Reverance**
- Service orientation
- Generous
- Down to Earth.

### 5. SOCIAL SKILLS

- It refers to proficiency in relationship management and network building.
- **Traits:**
- Good communication skills
- Tolerance
- Patience
- Trustworthiness
- Openmindedness
- Responsibility assumption
- Approachable
- Wisdom
- Persuasive skills
- Self-Confidence
- Sense of humor
- pleasant personality **-> Leadership skill.**
- **Social memory**
- Courage to make ~~a decision~~ **decisions.**
- Humble.

### QUESTIONS: (10:43 AM)

- Q1. What do you mean by Emotional Intelligence? What are the building Blocks? **(UPSC 10 Marks)**
- Q2. " Emotional intelligence is the ability to make your emotions work for you instead of against you". Do you agree? Discuss.
- Q3. What really matters for success, Character, happiness, and lifelong achievement is your EQ and not just your IQ. Do you agree with this view?

**-> Answers of these are present on Telegram and even last 5 years PYQ's answers are present.**

## Mayer and Salovey

**MAYOR AND SALOVERY (11:02 AM)**

### **BUILDING BLOCKS- 4 BRANCH MODEL** (see in notebook)

- **1. Emotional Understanding:**
  - Ability to understand complex emotions, their transitions, and their impact on relations
- **2. Emotional Assimilation:**
  - Ability to differentiate between the emotions and identify which emotion is dominating the thoughts
- **3. Emotional management:**
  - Ability to manage emotions by attaching/detaching from them in any situation.
- **4. Emotional perception:**
  - Ability to identify and express emotions accurately.
  - The above model can be applied with respect to the emotional state of Arjun.
  - He was able to identify his emotions and was aware that the emotion of sympathy was dominating his thought process. (Emotional perception and assimilation)
  - However, interaction with lord Krishna made him understand that the emotion of sympathy is weak, and by not fighting against wrong he will be committing a sin. (Emotional understanding)
  - Hence, Arjun detached himself from the emotion of sympathy and fought for dharma and he became "**Sthithapragnya**" (emotionally stable person). (Emotional management)

### **CAN EMOTIONAL INTELLIGENCE BE LEARNED (11:16 AM)**

- One school of thoughts believe **genetics and early experiences** play an important role in how we manage emotions.
- However, the skill of EI can be learned through the following:
  - **1. Motivation:**
    - Learning EI skills requires commitment, conscious effort, and willingness to evaluate your emotions.
  - **2. Well designed intervention:**
    - It helps a person to get accurate feedback about how others perceive them.
    - It will help the person to pause and contemplate their own behavior and get a clear picture of what needs to be improved.
  - **3. Flexible attitude**
    - People with better **skills** are more flexible in their attitude hence, early socialization is significant in developing EI. **social skills and self awareness**
  - **4. Application:** **all the teachings**
    - Make a deliberate effort to apply **the teaching** in real life.

### **TOPIC FOR NEXT CLASS: EMOTIONAL INTELLIGENCE CONTINUE**

Let's understand this in context to Arjun -

- > Arjun had so many emotions like anger, sympathy and he was able to identify them and was able to express. (Emotional perception)
- > Emotion of sympathy was dominating on him over his thoughts. (Emotional assimilation)
- > With the help of Shri Krishna he was able to understand about emotions. (Emotional understanding)
- > After understanding he was able to detach from emotions. (Emotional management)