

EMOTIONAL INTELLIGENCE

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Lecture 8



LEARNING OUTCOMES

- Be able to understand different emotions and their functions
- become aware of how their emotions affect their behavior and performance.
- Be able to relate more effectively to their colleagues and to others.



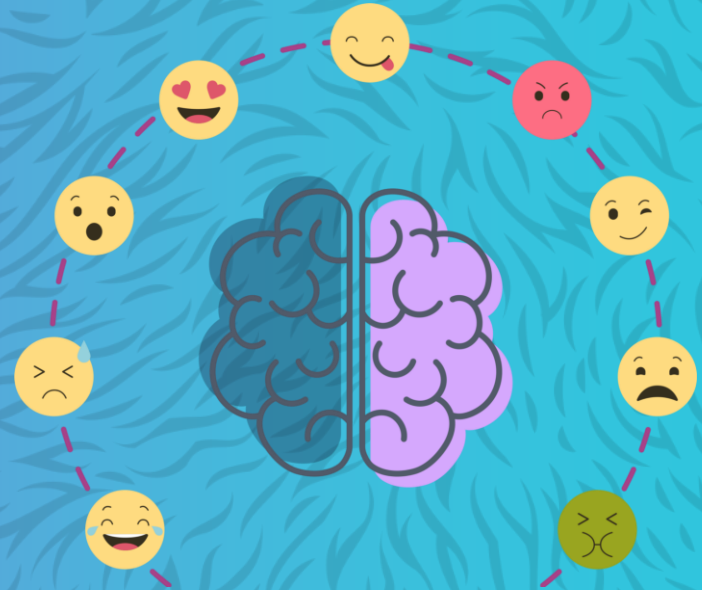


What we mean by emotions?

Subjective (personal) experience that arises unconsciously and spontaneously in response to the environment around us.

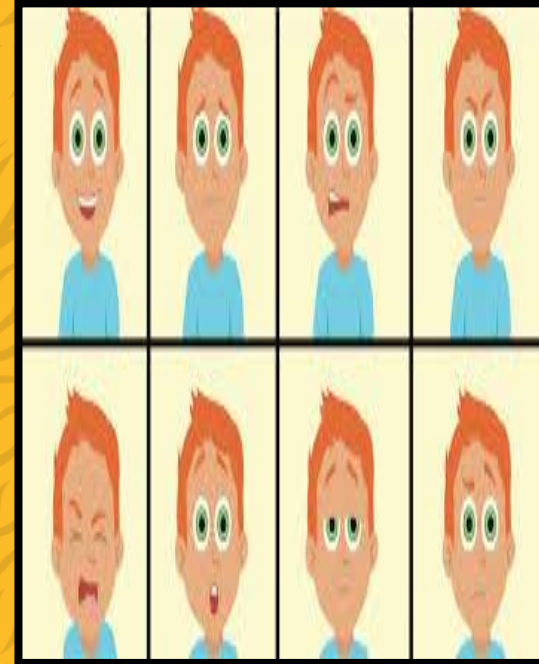
It is an automated response to events that happens to us. (emotion is how the body responds)

A complex state of feeling that results in physical and psychological changes that influence thought and behavior.



Emotions have three components:

- **Subjective component:** How you experience the emotion (conscious experience)
- For example, one person may feel anger and regret at the loss of a loved one while another may experience intense sadness.
- **Physiological component:** How your body reacts to the emotion (**rapid heartbeat etc.**)
- **Expressive component:** How you behave in response to the emotion (physical reaction)
- For example: smile, a grimace, a laugh or a sigh, along with many other reactions depending on societal norms and personality.



Here are a few facts about emotions:

Emotions come and go. Most of us feel many different emotions throughout the day. Some last just a few seconds. Others might linger to become a mood.

Emotions can be mild, intense, or anywhere in between. The intensity of an emotion can depend on the situation and on the person.

There are no good or bad emotions, but there are good and bad ways of expressing (or acting on) emotions. Learning how to express emotions in acceptable ways is a separate skill – managing emotions – that is built on a foundation of being able to understand emotions.

A study in the ***Journal of Abnormal Psychology*** found that while watching negative and positive emotional films, suppression of behavioral responses to emotion had physical effects on the participants.

The effects included elevated heart rates.

This suggests that expressing behavioral responses to stimuli, both positive and negative, is better for your overall health than holding those responses inside.

Thus, there are benefits of smiling, laughing and expressing negative emotions in a healthy way.

WHAT ARE EMOTIONS ?

An emotion is a natural instinctive state of mind deriving from one's circumstances, mood, or relationships with others.

Some positive emotions : Love, Appreciation, Happiness, Hope, Enthusiasm, Confidence, Gratitude, Patient, Trust, Vulnerable, Optimistic, Appreciative.

Some negative emotions : Fear, Anger, Guilt, Depression, Jealousy, Anxiety, Resentment, Envy, Frustration, Shame, Offended, Regret, Resentful, Sad, Worried.

Why emotions are important?

- It helps us build better relationships.
- Emotions Help You Avoid Danger
- Emotions Help Others Understand You Better
- Emotions Allow You to Understand Others



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IMAGINE A LIFE WITHOUT EMOTIONS?

Discussion

It would be impossible to develop bonds with people.

- We cannot be safe since we couldn't care less if danger meets our door.
- Also, losing that unconscious function of emotions makes us lose our fight or flight reactions.
- TED BUNDY CASE (ANTISOCIAL PERSONALITY)



Emotion

Triggered by

Behavioral response

Anger

and sarcasm.

Being prevented from
doing something you

want

Destroy the thing

in your way, yelling, arguing, cursing,

Fear

Any threat or danger

Protection often through
'freezing' so you are
not noticed , avoidance

Sadness

Loss of something
important

Search for help
and comfort/Crying

Disgust

Something gruesome,
awful

Reject or push away the
thing that is revolting

Surprise

A sudden unexpected
event

Focus on the new thing,
wide eyes take in as
much as possible

ACTIVITY

Where Do I Feel?

We can recognize emotions by feeling them in our body. Color in where you feel each emotion.



Preview

| | Sadness | Happiness | Fear | Anger | Love |
|--------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Color: | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Part 2 AND 3

What is emotional intelligence?



Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you. 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.



Emotional intelligence helps us to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

EQ > IQ
**Emotional Quotient is greater
than Intelligence Quotient**

FOUR COMPONENTS OF EMOTIONAL INTELLIGENCE.

- 1. Know your emotions

SELF-AWARENESS

- 4. Recognize & understand other people's emotions

SOCIAL AWARENESS

- 2. Manage your emotions
- 3. Motivate yourself

SELF-MANAGEMENT

RELATIONSHIP MANAGEMENT

- 5. Manage relationships (others' emotions)

1. Self awareness:

- Self-awareness involves being aware of different aspects of the self including traits, behaviors, and feelings
- Knowing your strengths ,Weaknesses
- or the ability to recognize and understand your own emotions, is a critical emotional intelligence skill.
- being aware of the effect of your actions, moods, and emotions on other people
- Being aware of your own feelings puts you in charge, not your emotions.



How to improve self-awareness:

- Keep a journal
- Meditate
- Pay attention to your thoughts and emotions
- Reflect on your experiences
- Use positive self-talk



6 WAYS TO IMPROVE SELF-AWARENESS



Ask For Feedback

Then you can identify and modify any incorrect views that you have established about yourself.



Recognise your strengths & Weaknesses

This allows you to sustain your strengths and work on your weaknesses.



Self - Reflect

This unlocks thoughts and emotions that might otherwise be disregarded.



Monitor your self - Talk

Make sure that your self-talk is positive and that you celebrate your wins and don't dwell on your failures.



Practice Saying "NO"

Set yourself a goal for the number of temptations you will resist each day. Saying "no" may not give you immediate gratification but instead long-term gain.



Question your Decisions

Ensure that any decisions you make are good ones by coming up with three reasons as to why you should pursue them. This will allow you to better understand your motives and be confident that you have chosen the best available option.



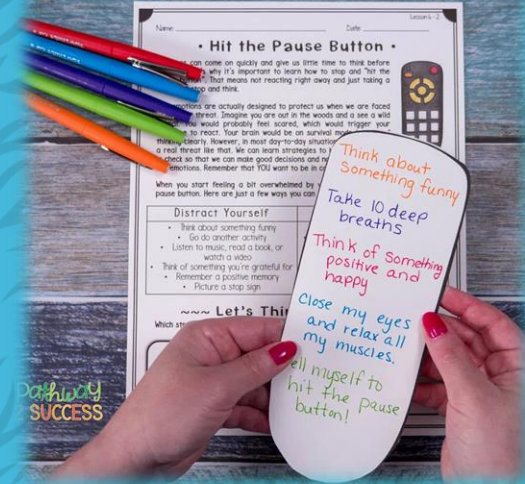
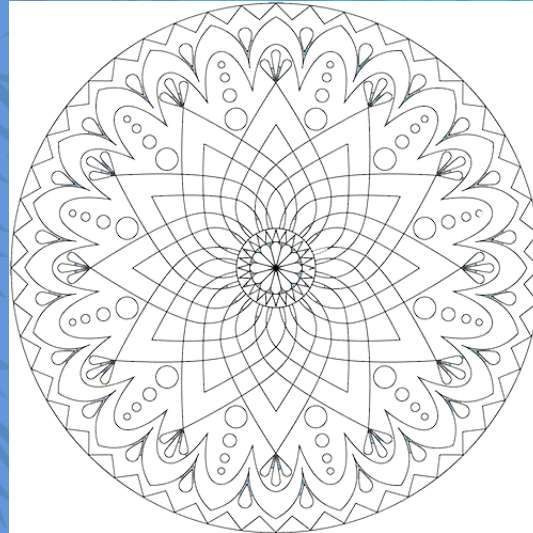
2. SELF MANAGEMENT:

Self management is also called self regulation which is all about expressing your emotions appropriately



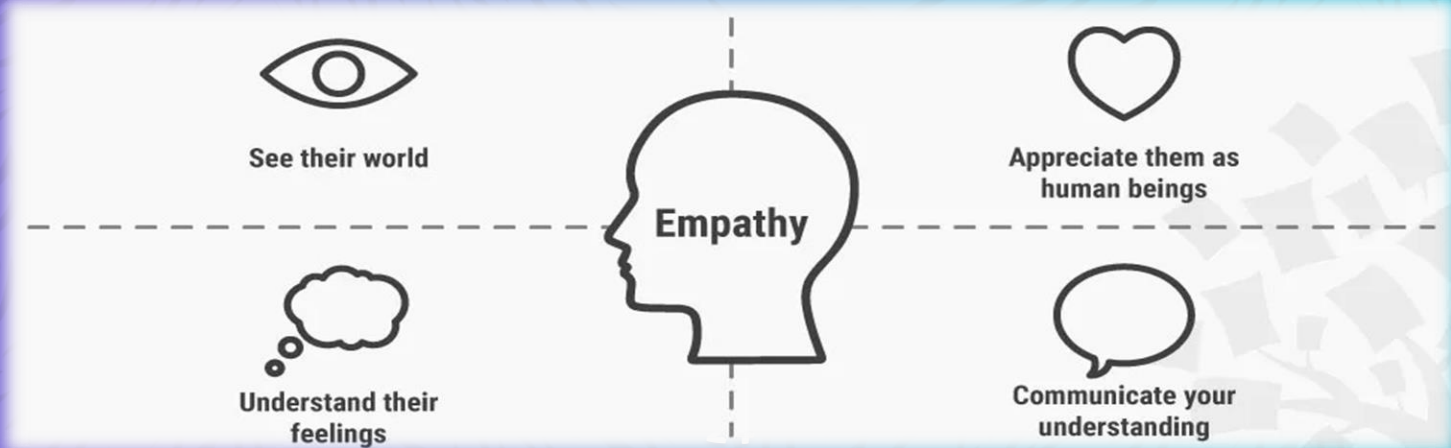
How to Improve Self-Regulation/Self management?

- Recognize that you have a choice in how you respond.
- Work on accepting your emotions.



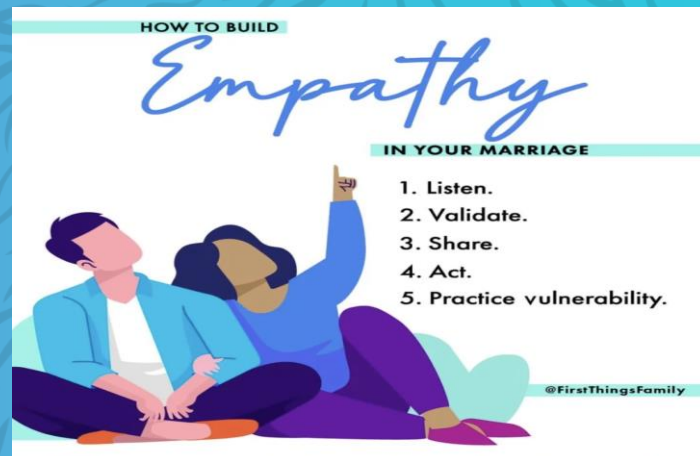
3.Social Awareness /Empathy

→ Empathy, or the ability to understand how others are feeling, is absolutely critical to emotional intelligence



How to build empathy/social awareness?

- Try to imagine yourself in someone else's place.
- Be willing to share your own feelings.
- Engage in a cause such as a community project.
- Listen to other people.



4. Social skills /Relationship Management:

→ Being able to interact well with others is another important aspect of emotional intelligence.



HOW TO IMPROVE SOCIAL SKILLS?

- Practice good eye contact.
- Notice other people's social skills.
- Show interest in others.



Why Emotional Intelligence Skills Are Important

- Emotional intelligence allows you to be a more effective leader.
- Understanding how others are feeling allows you to communicate with them better.
- Knowing more about what you are feeling allows you to be more self-aware and understand yourself more deeply.
- By being more aware of your emotions, you can also improve your self-control abilities.
- Managing your emotions effectively allows you to exert greater control in situations marked by stress or conflict.

THANKYOU!!!

