

**GITAM University**

**Learning and Development Department**

**EMOTIONAL INTELLIGENCE AND REASONING SKILLS**

**CLAD 1001**

**SELF LEARNING MATERIAL**

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## Unit I: Introduction to Emotional Intelligence

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## 1.0 Outcomes:

After reading this unit, you should be able to:

- ✓ Identify and name various emotions.
- ✓ Define Emotional Intelligence.
- ✓ List the components of Emotional Intelligence.

## 1.1 INTRODUCTION TO EMOTIONAL INTELLIGENCE

Let me tell you a story:

Sam and his girlfriend just had a terrible fight.

Knowing that getting out of the apartment would do him good, Sam decides to take a walk to the nearby park.

On his way there he sees his nosy neighbour, Jim, along with Jim's irritating little dog, walking towards him. Sam is most definitely not in the best of moods right now, and the last thing he needs is Jim's endless small talk and that ill-mannered dog of his trying to pee on Sam's new Puma trainers.

As Jim and his dog approaches, Sam takes a deep breath, calms himself, and greets his neighbour with a pleasant "Hello, Jim!"

Now if you notice this, Sam wasn't in the best of his emotions and still he managed his emotions better in this scenario.

Sam can think rationally about his anger and upset and knows that it is not Jim's fault he is feeling this way, and that acting out towards his innocent neighbour would therefore be nothing short of unfair.

**And this is the idea of Emotional Intelligence.**

*So, what is Emotional Intelligence?*

Emotional intelligence is defined as the ability to recognize, manage, and understand emotions. This includes the ability to recognize and interpret your own emotions as well as those of other people.

A person with a high EQ can sympathize with others and conquer life's problems. Emotional Intelligence impacts people's lives since it shapes their behaviour and relationships.

### 1.1.1 Three skills of EI

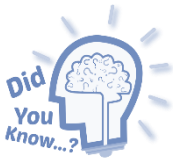
1. Emotional awareness, or the ability to identify and name one's own emotions
2. The ability to harness those emotions and apply them to tasks like thinking and problem solving
3. The ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

### 1.1.2 How does EQ make a difference in one's life?

1. Leads us on a path to a fulfilled & happy life
2. Can make your Career
3. Can save your life (not suppressing emotions)

### 1.1.3 How many human emotions do you know?

Is the number in single digit, double digits or triple digits?




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a human being goes through *an average of 400 emotional experiences in a day*

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*“Labelling your emotions is the key.  
If you can name it, you can tame it.”*

Identifying emotions will help an individual to pinpoint their emotional state of anger, happiness, sadness and more. It will aid in being more in tune with their emotions and staying calm during tough times.

### 1.1.4 ACTIVITY TIME:

*Strike out the emotions that you already knew from the given list:*

Acceptance	Affection	Aggression	Ambivalence
Apathy	Anxiety	Boredom	Compassion
Confusion	Contempt	Depression	Doubt
Ecstasy	Empathy	Envy	Embarrassment
Euphoria	Forgiveness	Frustration	Gratitude
Grief	Guilt	Hatred	Hope
Horror	Hostility	Homesickness	Hunger
Hysteria	Interest	Loneliness	Love

Paranoia	Pity	Pleasure	Pride
Rage	Regret	Remorse	Shame

Looks like you already knew many emotions.

Now, Learn the emotions which are not stroked. When you feel these emotions, the next time name them.

### 1.1.5 Why is emotional intelligence so important?

I will give you a simple example,

*when people are hurt, or when people are suffering others laugh and record it, not help them.*

As human beings, we have evolved technically, but our emotions are still in the earlier days. This makes us more dangerous.

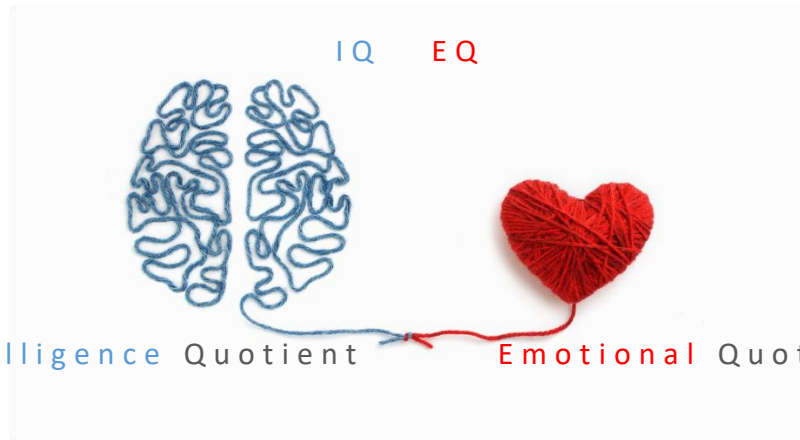
*And remember intelligence alone isn't enough to be successful.*

As we know, it's not the smartest people that 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 intelligence (IQ) isn't enough on its own to be successful 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.



## 1.1.6 Intelligence Quotient Vs Emotional Quotient



*Emotional quotient (EQ) or emotional intelligence* is the ability to identify, assess, and control the emotions of oneself, of others, and of groups.

An *intelligence quotient (IQ)* is a score derived from one of several standardized tests designed to assess intelligence.

Low Emotional Intelligence		High Emotional Intelligence
Aggressive Demanding Egotistical Bossy Confrontational		Assertive Ambitious Driving Strong-Willed Decisive
Easily Distracted Glib Selfish Poor Listener Impulsive		Warm Enthusiastic Sociable Charming Persuasive
Resistant to Change Passive Un-Responsive Slow Stubborn		Patient Stable Predictable Consistent Good Listener
Critical Picky Fussy Hard to Please Perfectionistic		Detailed Careful Meticulous Systematic Neat

### *1.1.7 7 signs of emotional intelligence?*

There are 7 signs that your emotional intelligence (EQ) is strong.

You are likely to:

1. have a strong sense of self-awareness,
2. embrace change,
3. manage your emotions in difficult situations,
4. have a thirst for personal development,
5. show empathy and compassion for others,
6. get along well with others, and
7. diffuse tense situations and manage conflict.

### 1.1.8 Elements of Emotional Intelligence





## Five Components Of Emotional Intelligence at Work

- **Self Awareness:** ability to recognize and understand your moods, emotions and drives as well as their effect on others
- **Self regulation:** the ability to control and redirect disruptive impulses and moods.
- **Motivation:** a passion to work for reasons that go beyond money or status.
- **Empathy:** the ability to understand the emotional make up of other people.
- **Social Skill:** proficiency in managing relationships and building networks.

intelligent HQ

## 1.2 ACTIVITY

### SELF ASSESSMENT

# What is your EQ?

Take the test here:

[EQ Test: How Emotionally Intelligent Are You? | Psych Central](#)

## 1.3 LET US SUM UP

- Emotional intelligence is defined as the ability to recognize, manage, and understand emotions.
- Emotional intelligence includes the ability to recognize and interpret your own emotions as well as those of other people.
- Emotional awareness, or the ability to identify, harness and manage your emotions are the 3 skills of EI.
- Emotional quotient (EQ) or emotional intelligence is the ability to identify, assess, and control the emotions of oneself, of others, and of groups.
- An intelligence quotient (IQ) is a score derived from one of several standardized tests designed to assess intelligence.
- 5 elements of EI: Self Awareness, Self-Regulation, Empathy, Social Skills, and Motivation.

## 1.4 GLOSSARY

- The term *apathy* refers to lack of feeling or emotion.
- The term *ambivalence* refers to simultaneous and contradictory attitudes or feelings (such as attraction and repulsion) toward an object, person, or action.
- The term *compassion* refers to it refers to both an understanding of another's pain and the desire to somehow minimize that pain.
- The term *envy* refers to painful or resentful awareness of an advantage enjoyed by another joined with a desire to possess the same advantage.
- The term *euphoria* refers to a feeling of well-being or elation.
- The term *gratitude* refers to the state of being grateful.
- The term *hostility* refers to conflict, opposition, or resistance in thought or principle.
- The term *hysteria* refers to behavior exhibiting overwhelming or unmanageable fear or emotional excess.
- The term *paranoia* refers to a tendency on the part of an individual or group toward excessive or irrational suspiciousness and distrustfulness of others.
- The term *rage* refers to violent and uncontrolled anger.
- The term *remorse* refers to a gnawing distress arising from a sense of guilt for past wrongs.
- The term *confrontational* refers to a face-to-face meeting
- The term *assertive* refers to bold or confident statements and behavior.
- The term *glib* refers to marked by ease and informality.
- The term *impulsive* refers to acting momentarily.
- The term *persuasive* refers to tending to persuade.
- The term *passive* refers to lacking in energy or will.
- The term *fussy* refers to easily upset.
- The term *picky* refers to very careful or too careful about choosing or accepting things.

## 1.5. SUGGESTED READINGS

### 1.5.1 REFERENCE:

- Emotional Intelligence, Bantam, 1997.
- Social Intelligence: The New Science of Human Relationships, 2007.
- [Emotional Intelligence Skills: 5 Components of EQ \(verywellmind.com\)](http://verywellmind.com/emotional-intelligence-skills-5-components-of-eq/)
- <https://www.crown.edu/nook/emotional-intelligence-5-practices-for-college-students/>

### 1.5.2 VIDEO LINKS:

- [What is Emotional Intelligence? - YouTube](#)
- [Daniel Goleman Introduces Emotional Intelligence | Big Think - YouTube](#)
- [Emotional Intelligence From a Teenage Perspective | Maximilian Park | TEDxYouth@PVPHS - YouTube](#)

### 1.5.3 COURTESY:

- Google Images