

Audit Course Report

Emotional Intelligence

Roll Number: 41258

Emotions:

An emotion is a complex psychological state that involves three distinct components: a subjective experience, a physiological response, and a behavioral or expressive response.

A fundamental difference between feelings and emotions is that feelings are experienced consciously, while emotions manifest either consciously or subconsciously.

Common emotions we everyday are anger, happiness, sadness, fear, surprise contempt, disgust, shame, guilt etc.

Emotions and their Functions:

- **Motive to act:** Emotions can motivate us to respond to situations. They help us to act accordingly.
- **Communicate valuable information to others:** Emotions can communicate important messages to those around us. They may tell others how we are feeling and what we need in a given situation
- **Self-validating:** Emotions can communicate to ourselves that something important is happening that may impact some important part of our life. They help us understand ourselves better.
- **Affect Thought process:** Our emotions often affect our thoughts and state of mind.
- **Affect Social Behaviour:** Responding to the surrounding and people around us is influenced by the emotions we feel.

Factors influencing emotions:

A lot of factors influence our emotions and feelings. A few of them are:

- Personality
- Gender
- Culture and Values
- Morals and Ethics
- Social Conventions
- Social Roles
- Physiological responses
- Behavioural responses
- Experience

Emotional Intelligence (EI):

It 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.

Attributes or components:

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills

Importance of EQ:

Emotional intelligence is the ability to identify and regulate one's emotions and understand the emotions of others. A high EQ helps you to build relationships, reduce team stress, defuse conflict and improve job satisfaction.

We may often get overwhelmed with emotions and respond negatively to them, hence it is important to have the capacity to understand and manage our emotions.

When you are a student aspiring to do great things and achieve success in life, it is important to understand your emotions as well. Without which you may not be able to handle yourself in difficult situations.

Leaders often have good EQ. This helps them to manage a group of people, understand their emotions and lead them.

Having a good EQ is as important as having a good IQ (intelligence quotient). In a workplace where you have to deal with clients and co-workers

There are three general ways to measure emotional intelligence: Self-Report, Other-Report and Ability measures. The MEIS is an ability test, which we believe is the best way to measure Emotional Intelligence.

Emotional Intelligence the four quadrant model:



Personal Competence

These competencies determine how we manage ourselves

- **Self-Awareness**

Knowing one's internal states, preferences, resources, and intuitions

- Emotional awareness: Recognizing one's emotions and their effects
- Accurate self-assessment: Knowing one's strengths and limits
- Personal power: A strong sense of one's self-worth and capabilities; self confidence

- **Self-Management**

Managing ones' internal states, impulses, and resources

- Behavioral self-control: Keeping disruptive emotions in check; impulse control
- Integrity: Maintaining high standards of honesty and ethics at all times
- Innovation & creativity: Actively pursuing new approaches and ideas
- Initiative & bias for action: Readiness to act on opportunities
- Achievement drive: Striving to meet a standard of excellence
- Realistic optimism: Expecting success; seeing setbacks as manageable; persisting in achieving goals despite obstacles and setbacks.
- Resilience: Perseverance and diligence in the face of setbacks
- Stress management: Working calmly under stress and pressure
- Personal agility: Readily, willingly, rapidly and effectively anticipating and adapting to change
- Intentionality: Thinking and acting “on purpose” and deliberately.

Social Competence

These competencies determine how we handle relationships

- **Social Awareness – Other Awareness**

Awareness of others feelings, needs, and concerns

- Empathy: Sensing others' feelings and perspectives, and taking an active interest in their concerns
- Situational awareness: Reading a group's emotional currents and power relationships; being able to “size up” a situation and plan an appropriate response
- Service ethic: Anticipating, recognizing, and meeting customers' needs

- **Social Skills – Relationship Management**

Adeptness at inducing desirable responses in others

- Communication: Listening attentively and fostering open dialogue
- Interpersonal effectiveness: Possessing diplomacy, tact and interpersonal skills, and knowing how to use them to ease transactions and relationships with others; the ability to relate well and build rapport with all people
- Powerful influencing skills: Wielding effective tactics for persuasion
- Conflict management: Negotiating and resolving disagreements
- Inspirational leadership: Motivating, guiding and mobilizing individuals and groups
- articulating a clear, compelling and motivating vision for the future
- Catalyzing change: Initiating, managing and leading change
- Building bonds: Nurturing and maintaining relationships, cultivating a wide network connecting with others on a deeper rather than superficial level.
- Teamwork & collaboration: Working with others toward shared goals. Creating group synergy in pursuit of collective goals.
- Coaching & mentoring others: Identifying others' development needs and bolstering their abilities

- Building trust: Being trustworthy and ethical when working and relating to others; ability to establish a bond of trust with others.

Why is EQ more important than IQ?

IQ is the intellectual ability to manage ideas, knowledge and thoughts.

EQ is the ability to manage relationships with other people.

Emotional intelligence determines our ability to manage our feelings and relationships. Good social skills are associated with high EQ levels.

However, if I must choose, I believe EQ is slightly more important than IQ because it develops one's ability to judge and react to people around them.

People may have high IQ but cannot manage their emotions. This may affect their social behaviour. Having good EQ helps in managing people around us as well, which improves leadership quality, teamwork, emotional responses etc. This will help us prosper in our life.

Points covered in the session:

- How to handle stress in the pandemic situation
- How to stay healthy and gain immunity
- How to maintain social distancing
- Why we should exercise and meditate
- Why is mental health important
- How to improve our mental health

Conclusion:

Thus I attended the session and gained a lot of information on mental health, emotions and emotional intelligence.