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Emotional Intelligence

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- **Emotional intelligence (EI)** is the ability to identify, assess, and control the emotions of oneself, and of others.

- Emotional intelligence (EI) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, understanding with others, overcome challenges, and diffuse conflict.

- Our education system is designed to enhance our intellectual intelligence.
- The emotional side of the personality is not only neglected but can be barrier in career success. Like ‘don’t be emotional’ in taking decisions.
- But the modern theory of EI shows that emotional insensitivity and lack of ability to understand and manage human emotions is a major weakness of highly educated professionals.

Emotional intelligence consists of Two dimensions

1. Personal Competence means:

- **Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.
- **Self-management** – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

2. Social Competence means:

- **Social awareness** – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- **Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Emotional intelligence affects:

- **Performance at work**
- Emotional intelligence can help you find the way of the social complexities of the workplace, lead and motivate others, and excel in your career.
- In fact, when it comes to recruiting job candidates, many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.

- **Physical health**
- If you're unable to manage your stress levels, it can lead to serious health problems.
- Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, and speed up the aging process.
- The first step to improving emotional intelligence is to learn how to relieve stress.

Mental health

- Uncontrolled stress can also impact your mental health, making you helpless to anxiety and depression.
- If you are unable to understand and manage your emotions, you'll also be open to mood swings,
- while an inability to form strong relationships can leave you feeling lonely and isolated.

- **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 create stronger relationships, both at work and in your personal life.

Emotional intelligence consists of five key skills

skill 1: The ability to quickly reduce stress.

skill 2: The ability to recognize and manage your emotions.

skill 3: The ability to connect with others using nonverbal communication.

skill 4: The ability to use comedy and play to deal with challenges.

skill 5: The ability to resolve conflicts positively and with confidence.

Johari's Window

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Introduction

Developed by American psychologists Joseph Luft and Harry Ingham in the 1950's, calling it 'Johari' after combining their first names, Joe and Harry.

Cont...

- The Johari's Window is a communication model that can be used to improve understanding between individuals.
- Individuals can build trust between themselves by disclosing information about themselves.
- They can learn about themselves and come to know the personal issues with the help of feedback from others.

Cont...

Using the Johari's model, each person can know about their feelings, motivation - about the other persons, and shows whether the information is known or not known by themselves or other people.

Johari Window	Known by the character	Not known by the character
Known by other characters and/or the reader	<p><u>Public Self</u></p> <p>Information that everyone knows.</p>	<p><u>Blind Self</u></p> <p>Information that the character does not know or acknowledge (denies), but other characters and/or the reader do know.</p>
Not known by other characters and/or the reader	<p><u>Private Self</u></p> <p>Private information known only by the character. Other characters and/or the reader can only infer this information.</p>	<p><u>Personality</u></p> <p><u>Unknown Self</u></p> <p>Information no one knows; the reader must make inferences about aspects of the character's personality that he or she is in denial or unaware of (hidden potential).</p>

- **Open Area/ Public self**

What is known by the person about him/herself and is also known by others.

Eg: Your name, color of your hair

Blind Self/ Blind Area

What is unknown by the person about him/herself but which others know.

This can be simple information, or can involve deep issues (for example, feelings of failure, lack of ability, dishonor, rejection) which are difficult for individuals to face directly, and yet can be seen by others.

- Eg: Your hopes, Desires, likes and dislikes

- **Hidden or Avoided Area/ Private self**

What the person knows about him/herself that others do not.

Eg: feelings, insecurities, and not-so-great experiences. It's the private information.

Unknown Self

Unknown Area

What is unknown by the person about him/herself and is also unknown by others.

you might be a great salesperson or customer service representative, but for now you don't know whether you have that ability or not.

- In most cases, the aim in groups should be to develop the Open Area for every person.

- Working in this area with others usually allows for enhanced individual and team effectiveness and productivity. The Open Area is the ‘space’ where good communications and cooperation occur, free from confusion, conflict and misunderstandings.

Importance

- A model for self-awareness,
- Personal development, group development and understanding relationships,
- A simple and useful tool for understanding and training self-awareness, personal development,
- Improving communications,
- Team development and intergroup relationships

- A new way to understand and assess people's behaviors.
- New management style, attitudes, and potential.
- Understanding yourself, your goals, intentions, responses, and Behavior.
- Understanding others, and their feelings.

Usefulness

- Help in improving relationships.
- Improves understanding between individuals and within groups.
- Helps in trust building.
- You can learn about yourself with the help of feedback from others.