

## Psychology

- Emotional Intelligence
- Aptitude
- Attitude
- Social Influence

### 1. Emotional Intelligence :-

- Rationality ↑ (Aristotle said, "Man is a rational animal")
- Emotionality ↓

by EI, we mean,

- Understanding emotion's intelligence.
- Being intelligent about emotions.

(1990) :- EI used for the first time.

Meiers & Salovey

(1993) :- Daniel Goleman

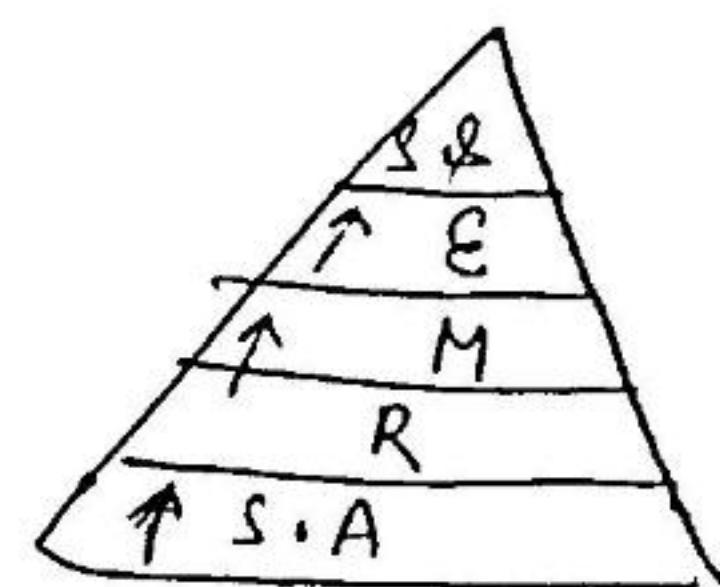
# Emotional Intelligence is our ability to perceive and understand, control and manage, and use our own emotions as well as of others for a desirable purpose.

There are 5 types of EI :-

1. Self awareness
2. Self regulation
3. Motivation
4. Empathy
5. Social skills / Relationship building.

## Characteristics or features of EI :-

1. They are learnt abilities. We learn them from the experience of our life. It can compensate the lack of IQ.
2. They are hierarchical. They develop from and depend on the previous one.
3. They depend on the structure of human brain.



## Emotional Competence :-

Emotional Competences are learnt behaviour depended on a particular emotional intelligence and which play an important role in our success in any profession.

On the basis of self awareness, 3 emotional competences have been identified

- ↳ Emotional Awareness
- ↳ Accurate self assessment
- ↳ self confidence

On the basis of self regulation, 5 Emotional Competences, have been identified

- ↳ self control
- ↳ Trustworthiness
- ↳ Conscientiousness
- ↳ Adoptability
- ↳ Innovation.

On the basis of Motivation,

- Achievement Drive
- Commitment
- Initiative
- Optimism

On the basis of Empathy :-

- Understanding others
- Developing others
- Leveraging diversity
- Service Orientation
- Political Awareness

On the basis of Social Skills :-

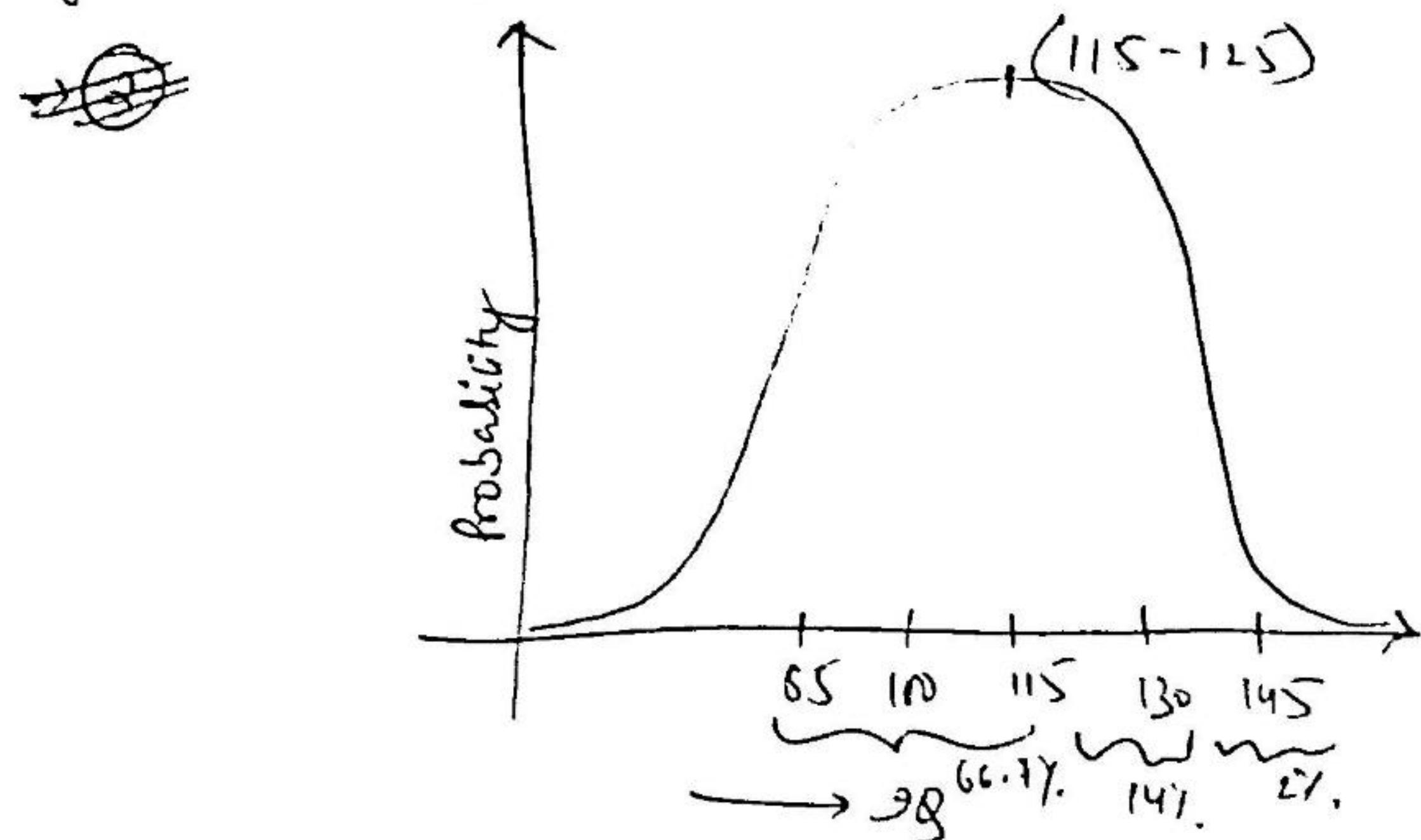
- Influence
- Conflict management
- Leadership
- Change catalyst
- Building bond / Networking
- Collaboration and cooperation
- Team capability

These 25 competencies are aptitude of civil services.  
They are known as modern day professional virtue.

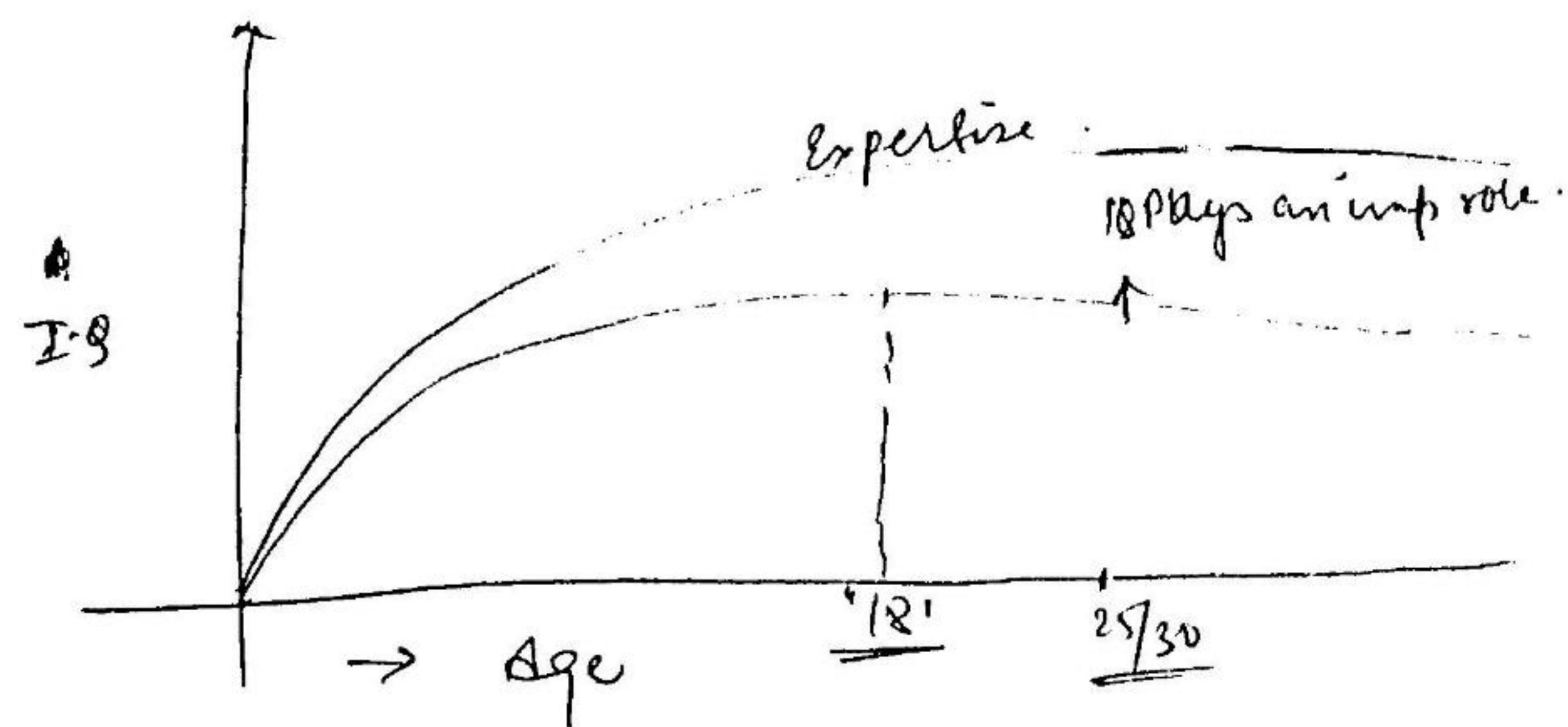
## The role of Emotional Intelligence in modern life:-

④ In professional success of an individual, success depends on 3 factors :-

→ IQ (Intelligence Quotient) that measures our ability to learn, memorise, recall and manipulate information, to solve problems, to make judgements, take decision etc. . .



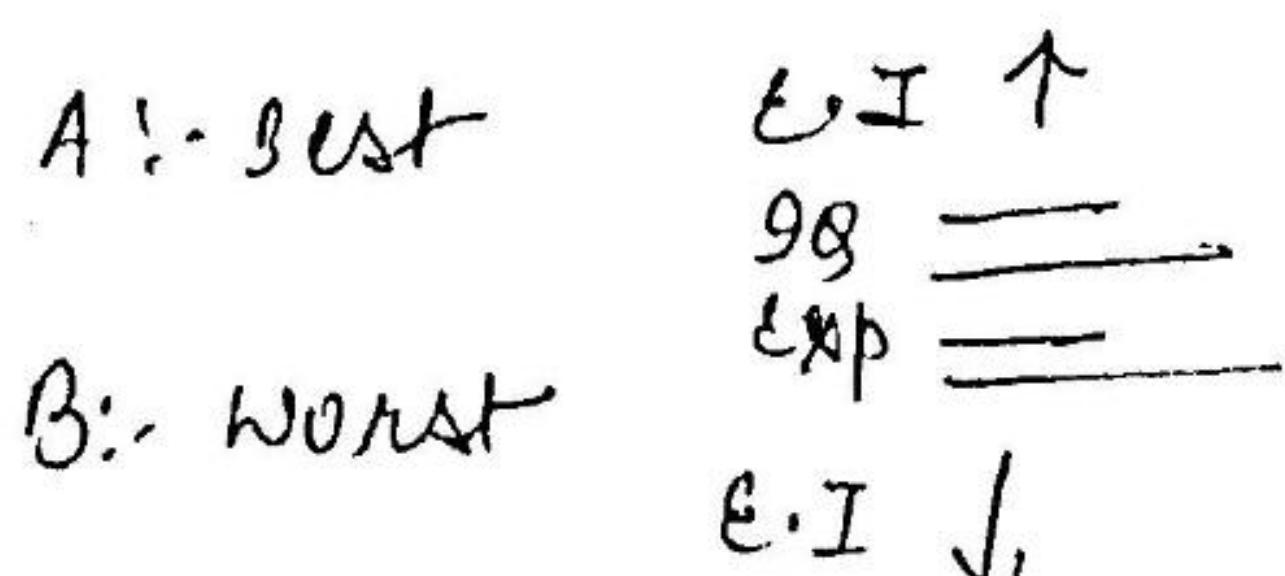
④ It is normally found that, all those people who entered into high level of job like civil service have more or less equal and high IQ, but not all of them are equally successful in their career, thus IQ does not determine our success. IQ only determines that, we can get entry into such a high level of job like civil service by such as initial hurdle like entrance exam, but after that IQ does not play much role, thus IQ is the minimum condition of success but not the sufficient one.



Asper, Daniel Goleman, IQ's role in one's success not more than 20%.

EI "Expertise" is the store or collection of knowledge and practical skill that we acquire through practice and experience. Expertise determine that we can do a job, but how well we do it is not determined by expertise. Thus expertise is also a minimum condition but not sufficient one.

EI Emotional Intelligence, if a person has some minimum IQ & expertise, then high E.I guarantees a success in almost any profession. It is the sufficient condition of our success.



IQ = Min 120%. → Get

Expertise = Min 120%. → Retain

Emotional Intelligence = Sufficient 160%. → Best  
60-91%.

## ② Its role in economic success of an organisation:

The presence of L.I people in an organisation increases the profit of an organisation as well. Though it is imp at all the levels but becomes more important as we go up in the organisational hierarchy and plays most imp role at the top of the organisation.

**Emotions** :- Emotions are the brief episode of synchronised responses involving facial expression, physiological changes and their subjective evaluation, which indicates the evaluation of ~~an~~ external or internal event as significant.

\* Emotions involves the following :-

1. Brief in duration
2. Triggering event  
    └───┐  
    └───┘  
        External  
        Internal
3. Significance of events  
    └───┐  
    └───┘  
        Primary emotions

Primary emotions :-

- Happiness → good
- Sadness → loss/adopt/Reflect
- fear → Danger-threat/↑ creativity
- Anger → wrong
- Disgust → Bad in taste/smell
- Surprise → New/unexpected (attention).

④

4. Synchronised responses between facial expression  
between:-

- Facial expression
- ~~Body changes~~ Physiological changes
- Subjective evaluation → Mind

Through these changes  
emotions gets "the" distributed  
energy into our body  
from less imp function to  
more imp function

→ Heartbeat  
→ Dilation of eyes  
→ Blood pressure  
→ perspiration  
→ Temperature of body