

# EMOTIONAL INTELLIGENCE

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# 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.



# Defining Intelligence

- Intelligence is the global capacity to act purposefully, to think rationally, and to deal effectively with the environment (Wechsler, 1939).

- Acting Purposefully: Sarah is a successful entrepreneur. She recognizes market trends, identifies gaps in the market, and creates a business plan to launch a new product. She sets clear goals, works diligently to achieve them, and adapts her strategies as needed to stay on course.
- Thinking Rationally: Sarah is known for her logical thinking. When faced with a complex problem in her business, she evaluates all available data, analyzes different options, and makes well-informed decisions. She can separate emotions from her decision-making process, ensuring that her choices are based on reason rather than impulsivity.
- Dealing Effectively with the Environment: Sarah is highly adaptable. In response to changing market conditions or unexpected challenges, she adjusts her business strategies promptly. She also maintains excellent interpersonal skills, effectively communicating with employees, partners, and customers to navigate any hurdles that arise.

# Are There Different Kinds of intelligence?

- Perhaps you see yourself as a good writer but as someone who lacks ability in math. Or maybe you view yourself as a “science” person who easily masters physics but has few strengths in interpreting literature.
- The different ways in which people view their own talents mirror a question that psychologists have struggled with. Is intelligence a single, general ability, or is it multifaceted and related to specific abilities?

# Theories of Intelligence:

- g factor theory by Charles Spearman
- Early psychologists interested in intelligence assumed that there was a single, general factor for mental ability, which they called g, or the g-factor.
- People who performed well on one cognitive test tended to perform well on other tests, while those who scored badly on one test tended to score badly on others.
- He concluded that intelligence is a general cognitive ability that researchers can measure and express numerically.

- In the context of intelligence, it means that if someone performs well on tasks like solving math problems, they are also likely to do well on tasks involving logical reasoning, verbal comprehension, and other cognitive abilities because they all tap into this general intelligence factor.

# GARDNER'S Theory of MULTIPLE INTELLIGENCES

- Howard Gardner's Theory of Multiple Intelligences suggests that individuals possess various distinct types of intelligences, rather than a single general intelligence.
- Gardner argues that we have a minimum eight different forms of intelligence, each relatively independent of the others : musical, bodily kinesthetic, logical mathematical, linguistic, spatial, interpersonal, intrapersonal, and naturalist.
- Gardner theorizes that people do not have just an intellectual capacity, but have many kinds of intelligence



# FLUID AND CRYSTALLIZED INTELLIGENCE

- Some psychologists suggest that there are two different kinds of intelligence: fluid intelligence and crystallized intelligence.
- Fluid intelligence reflects information-processing capabilities, reasoning, and memory. Fluid intelligence encompasses the ability to reason abstractly.

## Example:

If we were asked to solve an analogy, group a series of letters according to some criterion, or remember a set of numbers, we would be using fluid intelligence.

We use fluid intelligence when we're trying to rapidly solve a puzzle

- Crystallized intelligence is the accumulation of information, skills, and strategies that people have learned through experience and that they can apply in problem-solving situations. It reflects our ability to call up information from long-term memory.

Example :

We would be likely to rely on crystallized intelligence, for instance, if we were asked to participate in a discussion about the solution to the causes of poverty, a task that allows us to draw on our own past experiences and knowledge of the world.

# What is IQ???

# Think

- Earlier this year, 11-year-old Kashmea Wahi of London, England scored 162 on an IQ test. That's a perfect score. The results were published by Mensa, a group for highly intelligent people. Wahi is the youngest person ever to get a perfect score on that particular test.
- Does her high score mean she will go on to do great things — like Stephen Hawking or Albert Einstein, two of the world's greatest scientists? Maybe. But maybe not.

- IQ, short for *intelligence quotient*, is a measure of a person's reasoning ability .
- In short, it is supposed to device how well someone can use information and logic to answer questions or make predictions .
- IQ tests begin to assess this by measuring short - and long -term memory . They also measure how well people can solve puzzles and recall information they've heard — and how quickly .

- Every student can learn, no matter how intelligent. But some students struggle in school because of a weakness in one specific area of intelligence .
- These students often benefit from *special education* programs.
- There , they get extra help in the areas where they're struggling. IQ tests can help teachers figure out which students would benefit from such extra help .
- IQ tests also can help identify students who would do well in fast-paced "gifted education " programs .
- Many colleges and universities also use exams similar to IQ tests to select students . And the U.S. government — including its military — uses IQ tests when choosing who to hire . These tests help predict which people would make good leaders, or be better at certain specific skills .

- It's tempting to read a lot into someone's IQ score.
- Most non-experts think intelligence is the reason successful people do so well.
- Psychologists who study intelligence find this is partly true.
- IQ tests can predict how well people will do in particular situations, such as thinking abstractly in science, engineering or art. Or leading teams of people. But there's more to the story. Extraordinary achievement depends on many things.

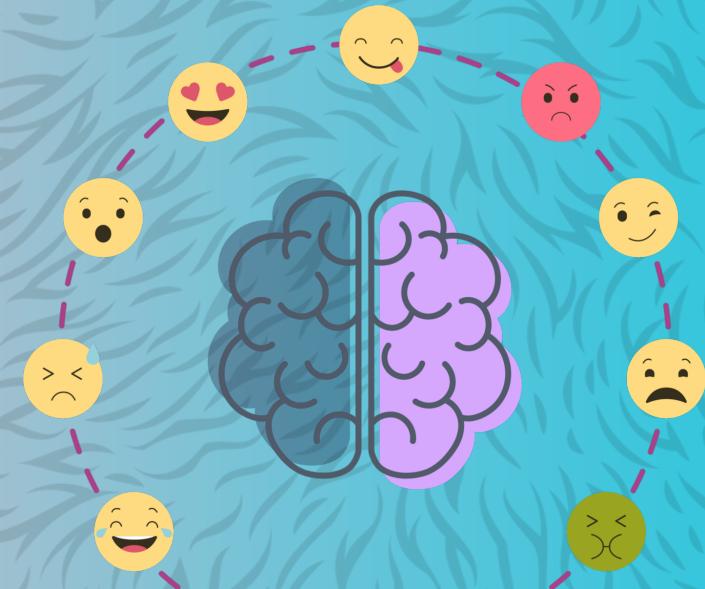
“Intelligence matters. But not as much as you might think.”

# What is EQthen????

# What we mean by emotions?

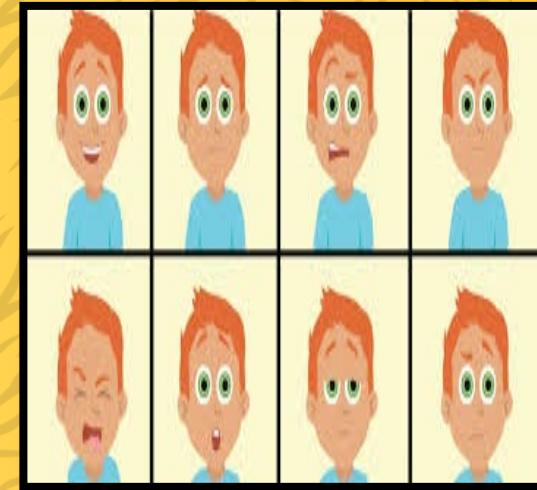
Subjective (personal) experience that arises unconsciously and spontaneously in response to the environment around us. It is an automated response to events that happens to us. (emotion is how the body responds)

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.

# 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.

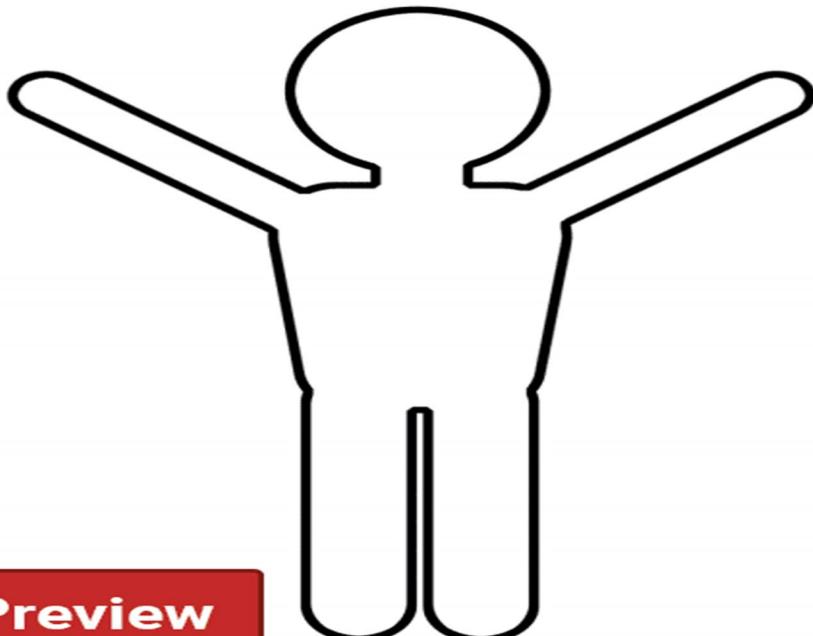


TED BUNDY CASE (ANTISOCIAL PERSONALITY)

<b>Emotion</b>	<b>Triggered by</b>	<b>Behavioral response</b>
<b>Anger</b>	Being prevented from doing something you feel has deliberately done you wrong	Destroy the thing in your way, yelling, arguing, cursing and sarcasm.
<b>Fear</b>	Any threat or danger	Protection often through 'freezing' so you are not noticed , avoidance
<b>Sadness</b>	Loss of something important	Search for help and comfort/Crying
<b>Disgust</b>	Something gruesome, awful	Reject or push away the thing that is revolting
<b>Surprise</b>	A sudden unexpected event	Focus on the new thing, wide eyes take in as much as possible

# ACTIVITY

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



Preview

Sadness

Happiness

Fear

Anger

Love

Color:

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# 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**

# Overall impact on success.

- It has been said that your IQ can land you a job but your lack of EQ can get you fired .
- Your IQ only accounts for 20% of your success in life .
- Your emotional intelligence and social intelligence are much greater determinants of the success you will achieve in life
- *It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.*"- Charles Darwin

# FOUR COMPONENTS OF EMOTIONAL INTELLIGENCE.

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- 1. Know your emotions

## SELF-AWARENESS

## SOCIAL AWARENESS

- 2. Manage your emotions
- 3. Motivate yourself

## SELF-MANAGEMENT

## RELATIONSHIP MANAGEMENT

- 4. Recognize & understand other people's emotions

- 5. Manage relationships (others' emotions)

# **SELF-AWARENESS**

**What am I  
feeling?**



**What am I  
thinking?**



**What am I  
doing?**



# 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



# 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.



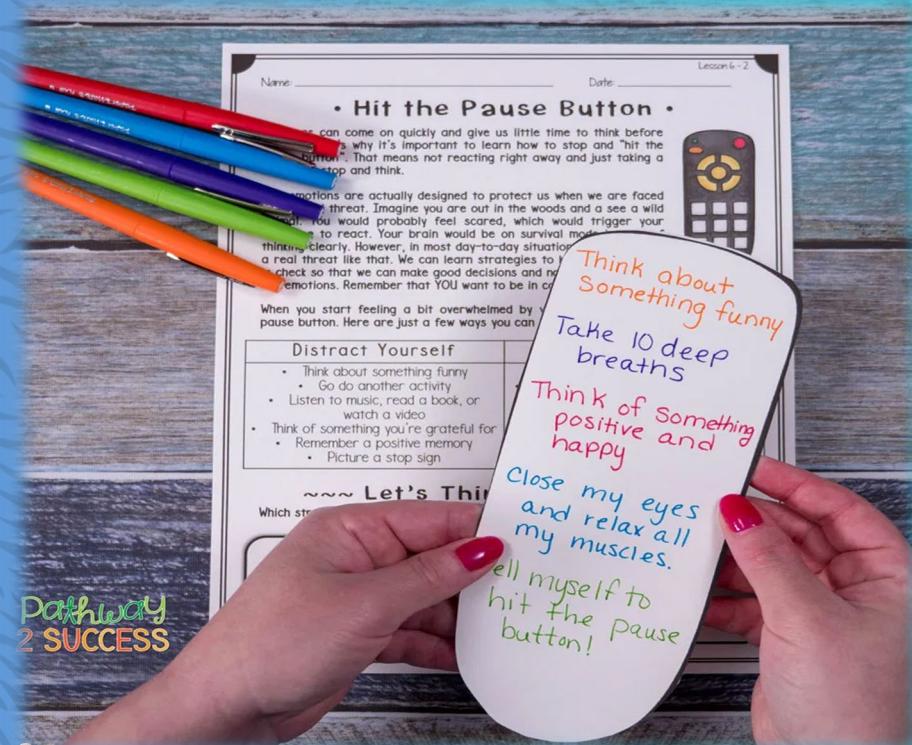
## 2. SELF MANAGEMENT:

**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

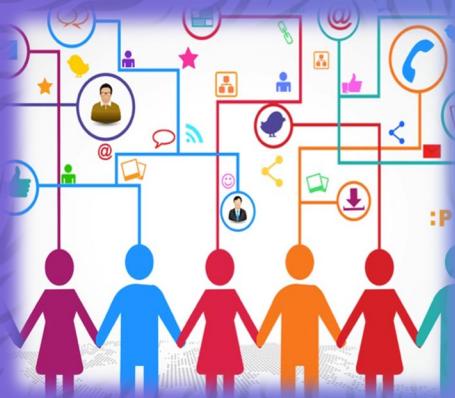


# How to build empathy/social awareness?

- 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.

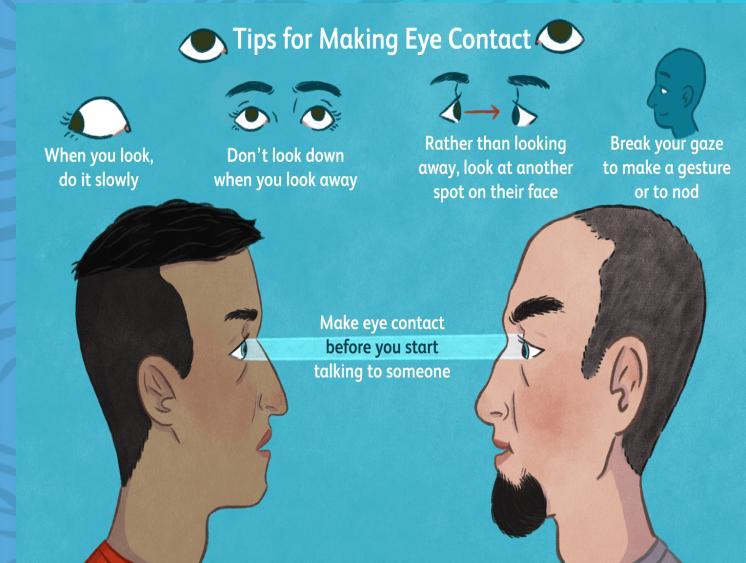
## 4. Social skills /Relationship Management:

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



# HOW TO IMPROVE SOCIAL SKILLS?

- Practice good eye contact.
- Notice others' 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.

THANK YOU!!!

