

Krish Panchal

FCOG18127

Emotion

1. What are the five characteristics of Emotional Intelligence?

- Emotional intelligence (EQ) is the ability to identify and manage your emotions, as well as other people's emotions.

If you're emotionally intelligent you have the ability to:

- Identify what you're feeling
 - Know how to interpret your emotions
 - Understand how your emotions can impact others
 - Regulate your own emotions
 - Manage other people's emotions
- Some people naturally inherit high EQ but it's a skill that you can practice and develop. By practicing emotionally intelligent behaviors your brain will adapt to make these behaviors automatic and replace less helpful behaviors.

The 5 characteristics of emotional intelligence

1. Self-awareness
2. Self-regulation
3. Empathy
4. Social skill
5. Motivation

1. Self-awareness:

Self-awareness is the ability to accurately recognise your: emotions, strengths, limitations, actions and understand how these affect others around you.

Benefits:

- Increases the likelihood of you handling and using constructive feedback effectively.
- By knowing your strengths and weaknesses you can improve your organisation's performance, for example, you may hire individuals who perform well in areas you struggle with.

Improve self-awareness by:

- Keeping a diary of the situations that have triggered disruptive emotions in you, such as anger, and your thoughts and behaviours during those situations. With this information you can form an understanding of your emotions and reactions and work towards self-regulation.
- Receiving feedback from staff as this can highlight how others perceive you and it also helps you target unhelpful reactions.
- Observing the response others have to your behaviour.

2. Self-regulation:

Self-regulation allows you to wisely manage your emotions and impulses - you show or restrain certain emotions depending on what is necessary and beneficial for the situation. For example, rather than shouting at your employees when you're stressed you may decide which tasks can be delegated.

Benefits:

- Self-regulation helps earn the respect and trust of employees.
- Useful when adapting to change.
- Allows you to react rationally.

Improve self-regulation by:

- Taking responsibility if you have made mistakes. Rather than blaming others admit that you are at fault. You'll feel less guilty and your team will respect you for it.
- Responding to situations calmly as your communication is more effective when you're in this state and this feeling will spread to others. Breathing techniques, such as controlled breathing, can be useful practice.

3. Empathy:

To be empathetic means you are able to identify and understand others' emotions i.e. imagining yourself in someone else's position.

Benefits:

- Provides you with an understanding of how an individual feels and why they behave in a certain way. As a result, your compassion and your ability to help someone increases because you respond genuinely to concerns.

- Especially helpful when delivering constructive feedback.
- Being empathetic shows your team that you care. For example, if a manager reacts angrily after finding out that an employee has been arriving to work late because their child is unwell, the team is likely to react negatively towards the manager. It would be more favourable for the manager to be understanding and agree on a plan of action with the employee, such as, the employee starting work earlier and finishing later.
- Employees will respect you more and subsequently job performance will improve.

4. Motivation:

Being self-motivated consists of: enjoying what you do, working towards achieving your goals and not being motivated by money or status.

Benefits:

- Reduces your likelihood of procrastinating
- Increases self-confidence
- Keeps you motivated even if you face setbacks
- Makes you focused on achieving your goals
- Spreads to the team

To increase your motivation:

- Read bhagavad gita
- Remember why you're doing your job - maybe think about why you wanted it initially.
- Set new goals if you lack them.
- Remain optimistic because to be motivated you must be positive. Even when there is a setback or a challenge identify one positive factor about it.
- To increase your employees' motivation explain why they are valuable, using example, as this will provide them with a sense of purpose.

5. Social skills:

Effective social skills consist of managing relationships in a way that benefits the organisation.

Benefits:

- Effective social skills helps you to build rapport with your employees and earn their respect and loyalty.
- Employees will trust you which is especially valuable if unwelcomed decisions have been made, such as a rise in performance targets.
- When you interact with your employees you can identify the best way to meet their individual needs and identify how their abilities can be used to achieve the organization's aims.
- Staff will feel comfortable presenting ideas to you and discussing concerns.

2. Write a note on effective ways of managing emotions.

- Exercise: this releases reward and pleasure chemicals in the brain such as dopamine, which makes you feel better. Being fit also makes you healthier, which helps in managing emotions.
- Be kind to others, because this helps stop you worrying about yourself.
- Be open and accept what is going on around you. Learn to appreciate what is happening and avoid excessive criticism of others or of situations. This is linked to mindfulness, which is about being aware of what is going on in the moment.
- It's good to talk. Spend time with other people and enjoy their company.
- Distract yourself. Yes, you really are that shallow. Watching a bit of TV, reading, or surfing the internet will probably help you forget that you were feeling a bit down.
- Don't give in to negative thinking. If you find yourself having negative thoughts, then challenge them by looking for evidence against them.
- Spend time outside. Being in the fresh air, especially around nature, is very helpful for calming the emotions. There is evidence that we need to see horizons, so if you can go up a hill and look at the view then do.
- Be grateful. Thank people in person for doing nice things for you, and remember it.

- Play to your strengths. That often means doing things that you enjoy, but it also involves doing things that are good for you.
- Notice the good things in your life. In old-fashioned terms, count your blessings.
- Try meditation. Meditation can help you increase your awareness of all feelings and experiences. When you meditate, you're teaching yourself to sit with those feelings, to notice them without judging yourself or attempting to change them or make them go away.
- Talk to therapist. Mood swings and intense emotions can provoke negative or unwanted thoughts that eventually trigger feelings of hopelessness or despair.

3. Provide a comparative study between Emotional Maturity & Emotional Stability.

Emotional Maturity	Emotional Stability
Emotional Maturity means person who has a good understanding of who they are. when someone can manage their emotions no matter their circumstances.	Emotional Stability means you can withstand difficult situations, handle adversity, and remain productive and capable throughout.
People with emotional maturity are aware of their privilege in the world and will try to take steps toward changing their behavior.	Emotional stability is similar to resilience as both terms involve being able to withstand hardship. The article I wrote on how to be resilient focused on staying active and getting back up after you get knocked down hard.
Emotionally mature individuals approach life by doing as much good as they can and supporting those around them.	Every situation has many possible perspectives. I think by default we tend to pick the worst one because negative events bias our mind to negative thoughts about those events.

Swot

A. Identify & explain three strengths associated with you.

Versatile:

- Versatile means ability to adapt or be adapted to many different functions or activities. I have ability to do various task, have capability to accept everything. Adjust with everything. Can complete the task at different locations with different activities .never disappoint to the person.

Dedication:

- Dedication is to give your time and energy to something because you feel it is important. If you want to succeed in life, you have to understand the importance of dedication. Dedication is like a passion.

Time management:

- Time Management is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high. For eg Complete the work on time, provide better quality of work, through this less stress and anxiety happened.

B. If you want to improve yourself, what are the areas you need to improve?

Patience:

In a fast-paced, deadline-driven work environment, it can be difficult to remain patient. However, patience can help navigate challenges, make smart decisions, avoid mistakes and keep stress levels low.

Ways to be more patient: Practice staying calm when something causes a delay in your workflow or when making important decisions. This might require pausing, taking deep breaths or counting to 10 to slow yourself down. You might also take a short break or find a temporary distraction.

Public speaking :

Giving presentations, meeting with clients and other routine business activities require competent public speaking skills. Take public speaking workshops and practice voicing your opinion to address this essential skill.

Way to be more Confident while public speaking: Practice with your family members, start with small number of group this will create more confidence. Always make good facial expression people attract a lot. Body language matters.

4. What will happen if a pandemic like Covid 19 one continues for years in our city of Mumbai ? Identify and explain the threats associated with it

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. Almost its been year where covid-19 is still there and had large impact through this. If this pandemic may extend more for year there will be threats associated with it.

- Economy crisis: There will be economy crisis many people have been remove from their job. Many people are jobless. Due this many people don't get food to eat.
- Educational system : Due this pandemic social-distance is been maintain. For this online classes have been started many students don't understand the online mode lectures. Due to this students don't attend lecture and they chill. Because of this education of student is been wasted and they don't take any interest for learning.
- Stress : People are getting emotional stress. They are losing their dear one. People are getting irritating because they are staying at home. Stress of everything losing job, not getting food, not getting food. If lockdown increase people get more stress they will fight with everone.

