



## Emotional Intelligence: A Strong Determinant of Self-Confidence

### KEYWORDS

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**ABSTRACT** *Although Emotional Intelligence (EQ) is one of the most emerging concepts of HRM, its awareness level has not reached to the desired state in India and not enough research has been done on EQ in India. This case analysis provides a foretaste to how EQ can be the best predictor of self-confidence? Besides, we'll also look into four tools of EQ briefly. Such analysis will especially be helpful to the management students for whom it is very essential to have the knowledge regarding EQ as a concept of HRM and as a determinant of self-confidence.*

### Introduction

Self-confidence, self-confidence, self-confidence...A word that we come across so frequently, a word that changes everything from mood to attitude, from attitude to personality, from personality to career and from career to life. We believe that self-confidence changes everything and of course, it does and so it is very necessary for us to understand and study the determinants of self-confidence. Many of us consider the success as a strong determinant of self-confidence which is not true since self-confidence brings success but success does not bring self-confidence.

### Meaning of Emotional Intelligence

Emotional intelligence is the ability to recognize, acknowledge, manage and handle your emotions in such a way that promotes personal growth, including self-confidence and self-esteem.

### Four tools of Emotional Intelligence

As such we know, self-confidence means being aware of our likes and dislikes, our own feelings, our abilities and capabilities etc. (Self-Awareness). The way you deal with failure and the way you get prepared for the challenges (Self-Management). The way you interact with people (Relationship Management) and the level to which you can understand others and their expectations (Social Awareness). Therefore, Self-Confidence = Self-Awareness + Self-Management + Relationship Management + Social Awareness = Emotional Intelligence (EQ) because, Self-Awareness, Self-Management, Relationship Management and Social Awareness are four tools of Emotional Intelligence, which is popularly known as EQ and research in EQ suggests that EQ is the strongest determinant of success. Higher the EQ level of a person; higher is his/her chance of being successful. As we have already seen that Self-Confidence includes all the four tools of EQ and EQ is a good predictor of success and a good level of EQ determines self-confidence level of that person. Therefore, if one wants to ensure or develop the level of self-confidence, one would require to first work on his/her EQ.

### Self-Awareness:

When we are self-aware, we know what are our strengths and weaknesses, what emotions we are passing through and how we feel about it. We do not compare ourselves with others but ourselves as such we value ourselves and we do not get affected by either a good mood or a bad mood because when we are self-aware, there's nothing like a good or a bad thing. We are also prepared for all the challenges and we know how to digest failure which brings self-confidence since we even get prepared to face the worst situations.

### Self-Management:

Self-Management includes believing not only that the best

will happen to you but whatever happens is for the best. If you'll believe as whatever happens is for the best and whatever does not, even for the best, then you'll always be a self-confident person as a great saying goes like this, "Self-Confidence never comes when we have all the answers but it actually comes when we are prepared for all the questions." You should prepare a mental picture considering all the possibilities of an event that's actually going to be happen so that you at least get prepared for all the possible results. It also includes visualization of success or achievements and managing stress level. Whenever we are feeling low or under stress, we should try to recall our golden memories, our achievements and feel proud of that. This will increase our confidence level and visualizing the success before actually executing the plan will generate our involvement in the plan and it will ease our path to glory of success.

### Social Awareness:

It includes the ability to understand others' by keeping yourself in their shoes and understand their feelings and expectations because if you'll know this then you'll be able to behave accordingly and thereby fulfilling their expectations. Observe the body language of the characters in TV serials or movies which will help you to understand the non-verbal behaviors in real life too which will actually develop your level of confidence. Besides, you should also learn to say 'no' when required and state the reason for the same in such a way that other person will get convinced easily without any conflicts. Because, if you won't learn to say 'no' when needed then you'll be forced to do what you don't like and it will let you feel down and thereby affecting your level of confidence negatively. Whenever you get an opportunity to be at social gatherings or meetings, you should grab it because meeting people, relatives, friends, other family members etc. definitely boosts our confidence and releases our stress, if any.

### Relationship Management:

The most critical thing here is to make sure that you don't suppress your emotions, especially when it's about positive feelings. When you care for the other person, you must show as well and that's very important in any relationship. If you'll not show up then it means you'll be suppressing your emotions which leads to irritation and later on stress, which actually can create a serious situations and such stressful situations will decrease your self-confidence.

### Conclusion

Many people consider success as a determinant of self-confidence which is not true because the definition of success is not defined. For example, for a scholar student, scoring 90% or above is success while for an average student, even 75% is success. Therefore, it cannot be considered as a determinant of self-confidence but EQ can be as we have already

discussed the four tools above and we know that EQ and the level of EQ is well-defined by scholars and researchers in area of Psychology. Therefore, it is recommended for all the

management students to get acquainted to this concept and start making efforts in order to improve their EQ skills and competencies.