Research Paper Education

Emotional Intelligence: its Nature, Concept & Measurement

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KEYWORDS

Emotion:
Emotions plays a significant role in directing and shaping behavior and personality of an individual. Whatever they (emotion) may be, the form, frequency and its intensity of our emotional experience, these can be categorized into two head, positive emotions(like affection, love, amusement, curiosity, joy, etc.); and negative emotions(like, fear, anger, jealously, etc.). However, the development of both positive as well as negative emotions and the learning of their expression in a reasonable way is quite essential for our own and social well being.

By their nature of being both positive and negative, it should not be assumed that all the positive emotions are always good, and the negative emotions are bad. While weighing their impact, other factors like frequency and intensity, nature of situations and the stimuli aroused, should also be considered. Excess of everything is bad. Emotions with too much of intensity and frequency, whatever positive or negative, bring harmful effects. But, the so-called negative emotions are essential for human welfare. For example, the emotion of fear prepares an individual to face the danger ahead. The child who has no emotion of fear is sure to get affected because it has not learnt to save it self against a possible danger.

A person is expected to show a reasonably emotional, matured behavior after passing through the period of adolescence. The goal of one's emotional development is thus to attain emotional maturity in his behavior by demonstrating possession of, (i) All types of emotions- positive and negative and (ii) their experience in a reasonable amount (in an appropriate degree). At the right time and in the proper way.

There exist a number of theories to explain emotions and emotional behavior. While the James-Lange(1885-'90) theory advocate that emotions spring from physiological reactions. The Cannon-Bard(1927) theory maintains that emotion and physiological responses occur simultaneously, not one after another. Cognitive theories(1970) on the other hand try to emphasize the role of the cognitive factors, a third element, in understanding the relationship between physical reactions and emotional experiences aroused on the perception of an emotion-provoking stimulus. Lastly, the Activation theories(1951) the most modern in line, emphasize that emotion represents a state of heightened arousal. For occurrence of a significant emotional behavior, the reticular activating system located in our brain stem must be properly activated to reach in consultation with the higher structures of the brain.

Concept:
Emotional Intelligence was introduced in 1990 by two American University professors Dr. Jhon Mayer and Dr. Peter Salovery. The concept of emotional intelligence popularized by the American psychologist Daniel Goleman(1995). John D Mayer and Peter Salovery(1995) defined it, as the capacity to reason with emotion in four areas; to perceive emotion, to integrate it in thought, to understand it and manage it. A person will be termed emotionally intelligent in proportion if he is able to: (a) identify and perceive various types of emotions in others(through face reading, body language and voice tone etc.), (b) sense his own feelings and emotions, (c) incorporate the perceived emotions in his thought(such as using his emotions feelings in his thought in analyzing, problem solving decision making etc.), (d) have proper understanding of the nature, intensity and out comes of his emotions; and (e) exercise proper control and regulate over the expression and use of emotions in dealing with his self and others so as to promote harmony, prosperity and peace.

According to Yettalnutenschlager(1997) of USA emotional intelligence and emotionally intelligent person must become proficient in four ways of emotional intelligence, i.e. awareness, acceptance, attitude and action. On the basis of Yetta's view point, for developing as an ability of (i) emotional awareness (knowing the feelings of the self and the others), (ii) cognitive realization that emotional expression may be irrational or unhealthy and hence one should be cautious in utilizing his emotions for action, (iii) have a fresh look or acquire a desired attitude for the proper utilization of emotional feelings and (iv) resulting ultimately into proper behavior for the progress of the self, in proper tune with others.

This new concept, emotional intelligence with its significance even more than one's general intelligence has emerged on the educational scene. It may be defined as one's unitary ability(related to independence of stand and intelligence) to know, feel and judge emotions in co-operation with a person's thinking process for behaving in a proper way, with the ultimate realization of happiness in himself and in others. In view of its wide significance from the individual as well as social angles, it becomes quite imperative that serious efforts should be made for its proper development, right from the early childhood among the human beings. We must made to acquaint with the degree of its potential named as EQ (Emotional Quotient), present in an individual in the same way as we remain interested in knowing about a person's IQ(Intelligence Quotient). EQ can be computed on the basis of the result of standardized emotional intelligence tests to arrive at a judgment of a person's level of emotional intelligence in the same way as we use the intelligence test for knowing his IQ that is general intellectual potential. Emotional Quotient(EQ) represents the relative measures of a person's emotional intelligence similar to the intelligence quotient(IQ).

Development of Emotional Intelligence:
I. Try to help yourself and the youngsters to develop the ability to understand feeling in the right manners both in oneself and others.
II. Do not give away to misgiving and misinterpretations of feelings in others. It leads to a hostility and bias. Love always begets love, while suspicion, hat redness and aggressions are rewarded with similar emotions.
III. In all situations, self-awareness of the feelings and emotions are important. Try to teach the children and help yourself know what you feel at a particular time.
IV. For understanding others and their feelings devel-

op the trait of a good listener. People who have a high EQ also have a high score on empathy and empathy occurs through affective listening.

V. Try to learn the integration of thoughts and emotions, heart and mind for appropriate behavior at the right time. Therefore, do not try to suppress emotions(as every feeling has its value and significance); strike a balance between rational thought and emotions.

VI. Teach the children and yourself that all emotions are healthy(because emotions unite the heart, mind and the body). But to be angry with the right person, to the right degree, at the right time, for the right purpose and in the right way that is not easy'.

VII. Use the emotions and feelings as a motivating agent or a force for achieving your goals.

VIII. Try to practice and teach the children the art of managing the feelings and emotions as adequately as possible. This is especially important for the distressing emotions of fear, pain and anger.

IX. Teach your self and your children the lessons of empathy, i.e. developing a sense of what some one else is feeling.

X. Learn the proper methods of proper development of social skills with others. Express your feelings with an equal sense of attending and listening to other's feelings for the better management of relationships.

XI. Try to devote more time and take efforts to develop not only the cognitive professional skills but also the affective skills for the development of emotional intelligence.

XII. Every body have to develop our self as an emotionally intelligent individual, we may inspire or lead others to become so, and just need to see what others need and be there to meet their needs.

Importance of Emotional Intelligence Quotient(EQ):

Knowing about one's emotional intelligence in terms of an emotional quotient has wide educational and social implications for the welfare of the individual and the society. This fact has now been recognized and given practical shape and implications all around the globe. It is a very important because,

- Emotional intelligence is as powerful, and at times more powerful than IQ; while IQ contributes only about 20% of success in life, the other forces e.g. emotional intelligence, luck and social class are contribute the rest.
- Emotionally intelligent people are more likely to succeed in everything they undertake in their life.
- Unlike what is claimed of IQ we can teach and improve in children and in any individual, some crucial emotional competencies, paving the way for increasing their emotional intelligence and thus making their life more healthy, enjoyable and successful in the coming days.
- IQ and even standard Achievement Test(SAT) Scores do not predict any person's success in life. Even success in academics can be predicted more by emotional and social measures (eg being self assured and interested, following directions, turning to teachers for help and expressing needs while getting along with other colleagues) than by academic ability.
- In working situations too, emotional intelligence helps more than one's intellectual potential(IQ) or even professional skills and competencies. A professionally competent person having poor emotional intelligence may suffer on account of his inability to deal with his self or getting along properly with others.
- A person's emotional intelligence helps him much in all spheres of life through its various constituents or components namely knowledge of his emotions(self awareness), managing the emotions, motivating one self, recognizing emotions in others(empathy) and handling relationships. The achievement of the end results in terms of better handling of mutual relationships is quite essential and significant in his life. It can only be possible through his potential of emotional intelligence and its proper development.

The viewpoints and ideas propagated by Daniel Goleman have brought a revolution in the field of child care, home, school and work place management. It has also provided sufficient support to guide and counseling services including physical and mental health programmes. One's emotional makeup counts quite substantially towards one's ability to live, progress and adjust to others. In all sense, emotional intelligence essentially reflects our ability to deal successfully with other people and with our own feelings. Since these qualities count significantly towards a person's success in his area of achievement, it may induce him likewise to achieve the required success. Most of the problems in our life, whether childhood problems, adolescent problems, home and family problems, work situation problems or political, regional or international problems are the results of misinterpretation of the involve sentiments, feelings and emotions of the concerned individuals, group of individuals, society and the nations. If people efforts are made for training the emotions and developing proper emotional intelligence potential among the people right from their childhood, then it will surely help in bringing mutual emotional understanding, empathy, accompanied with actions and behavior on the part of the individuals and groups, to lead a better life in peace and co-operation.

To progress and let others progress and to live and let others live are thus the ultimate goals of any education or training provided for developing one's potential of emotional intelligence.

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