Research Paper Commerce

Conceptual Framework of Emotional Intelligence

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ABSTRACT

Emotional intelligence is an important aspect in modern business life. Emotional intelligence is helpful to overcome the emotional problem of self and others. Emotional intelligence affects the performance of employees. To know to emotions of self and others there should be emotional awareness and management of emotions. Emotional intelligence refers to emotional awareness and emotional management skill which provide the ability to balance emotion and reason so as to maximize long term happiness. Emotional Intelligence includes components like self awareness, ability to manage moods, motivation, empathy and social skills such as cooperation and leadership.In present day context, emotional intelligence is being perceived as the most important element in a person's success. Emotions are personal experiences i.e. internal conscious states that we observe in ourselves and others. Emotions are subjective feelings make us feel in a particular way such as Anger or joy but vary in intensity and quality & rooted in our mental processes.

KEYWORDS Emotional Intelligence, Emotional Awareness, Emotional Management skill.

INTRODUCTION

Emotional Intelligence is a type of social intelligence that involves the ability to monitor's ones own intelligence related to emotions and also respect other people's emotions and use this information to guides one's thinking and action.

Emotional intelligence refers to the ability to perceive, control and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic.

Emotional intelligence is a combination of inter personal and intra personal intelligence. Emotional Intelligence is the ability to perceive accurately, appraise, and express emotion, the ability to access or generate feelings when they facilitate thought, the ability to understand emotion and emotional knowledge; and the ability to regulate emotions to promote emotional and intellectual growth.

Emotional Intelligence consists of four elements- self-awareness, self-management, social awareness and relationship management. It can be raised by developing a few key skills such as by ability of stress management, recognizing and regulating emotions, empathetic attitude and resolving conflicts with confidence.

Emotional Intelligence refers to skills that distinguish and normalize feelings in yourself & others. Emotional intelligence, an individual who hold the present information and emotional nature work.

On the other hand, emotional intelligence trait incorporates emotional intelligence skills as symptoms of individual self-efficiency of a more general framework which includes emotional intelligence capabilities.

COMPONENTS OF EMOTIONAL INTELLIGENCE

- **Self-awareness**

The ability to recognize and understand personal moods and emotions and drives, as well as their effect on others. Self-awareness includes self-confidence, realistic self-assessment, and a self-deprecating sense of humor. Self-awareness depends on one's ability to monitor one's own emotion state and to correctly identify and name one's emotions.

- **Self-regulation**

The ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and to think before acting. Hallmarks include trustworthiness and integrity; comfort with ambiguity; and openness to change.

- **Internal motivation**

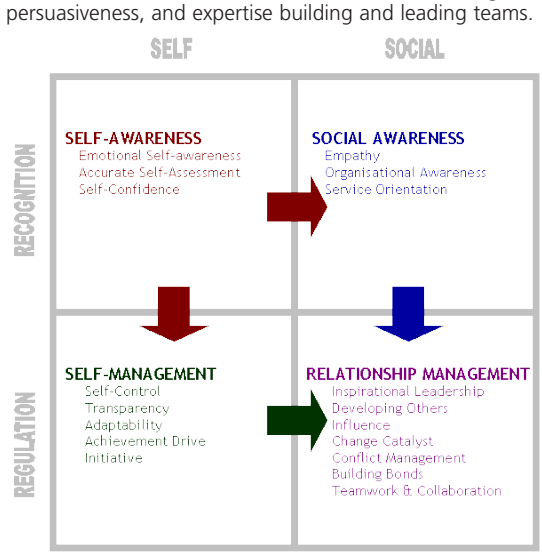
A passion to work for internal reasons that go beyond money and status -which are external rewards, - such as an inner vision of what is important in life, a joy in doing something, curiosity in learning, a flow that comes with being immersed in an activity. A propensity to pursue goals with energy and persistence. It includes a strong drive to achieve, optimism even in the face of failure, and organizational commitment.

- **Empathy**

The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions. Hallmarks include expertise in building and retaining talent, cross-cultural sensitivity, and service to clients and customers.

- **Social skills**

Proficiency in managing relationships and building networks, and an ability to find common ground and build rapport. Hallmarks of social skills include effectiveness in leading change, persuasiveness, and expertise building and leading teams.



IMPORTANCE OF EMOTIONAL INTELLIGENCE

- **Physical Health**

The ability to take care of our bodies and especially to manage our stress, which has an incredible impact on our overall wellness, is heavily tied to our emotional intelligence. Only by being aware of our emotional state and our reactions to stress in our lives can we hope to manage stress and maintain good health.

- **Mental Well-Being**

Emotional intelligence affects our attitude and outlook on life. It can also help to alleviate anxiety and avoid depression and mood swings. A high level of emotional intelligence directly correlates to a positive attitude and happier outlook on life.

- **Relationships**

By better understanding and managing our emotions, we are better able to communicate our feelings in a more constructive way. We are also better able to understand and relate to those with whom we are in relationships. Understanding the needs, feelings, and responses of those we care about leads to stronger and more fulfilling relationships.

- **Conflict Resolution**

When we can discern people's emotions and empathize with their perspective, it's much easier to resolve conflicts or possibly avoid them before they start. We are also better at negotiation due to the very nature of our ability to understand the needs and desires of others. It's easier to give people what they want if we can perceive what it is.

- **Success**

Higher emotional intelligence helps us to be stronger internal motivators, which can reduce procrastination, increase self-confidence, and improve our ability to focus on a goal. It also allows us to create better networks of support, overcome setbacks, and persevere with a more resilient outlook. Our ability to delay gratification and see the long-term directly affects our ability to succeed.

- **Leadership**

The ability to understand what motivates others, relate in a positive manner, and to build stronger bonds with others in the workplace inevitably makes those with higher emotional intelligence better leaders. An effective leader can recognize what the needs of his people are, so that those needs can be met in a way that encourages higher performance and workplace satisfaction.

MODEL OF EMOTIONAL INTELLIGENCE

There are many methodologies for measuring emotional Intelligence. At EIW we focus on the two pure models - MSCEIT (Mayer Salovey Caruso Emotional Intelligence Test) and Genos.

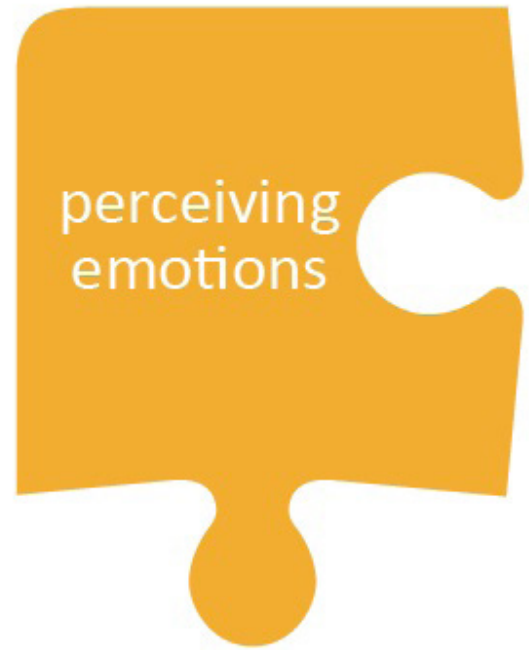
I. MSCEIT

A four part model.



• Perceiving emotions

Everyone experiences and relates to feelings and emotions. Even the world around you communicates and sends emotional messages. Emotions contain valuable information about relationships and about the world around you. This ability to perceive emotions starts with being aware of these emotional clues, and then accurately identifying what they mean.



- **Using emotions**



How we feel influences how we think. If you feel sad, you may view the world one way, while if you feel happy, you interpret the same events differently. People in a sad or negative mood tend to focus on details and search for errors. Those in a more positive mood are better at generating new ideas and novel solutions to problems. Knowing which moods are best for which situations and "getting in the right mood" is an ability.

- **Understanding emotions**



Emotions contain information, and our ability to understand this information and think about it plays an important role in our day-to-day life. This ability answers questions such as: Why are we feeling happy? How will my friend feel if I say that to him? What will happen if I say that to her?

- **Managing emotions**

If emotions contain information, then ignoring this information means that we can end up making a poor decision. At times, we need to stay open to our feelings, learn from these feelings, and use this information to make decisions and to take appropriate action. Sometimes, though, it may be best to disengage from an emotion and return to it later in order to manage it effectively.



II. Genos

A four part model and the full seven skill model provides different levels of assessment.





- **Awareness**



Awareness of emotions (both your own and those of others) is the foundation for developing all of the skills of EI. Are you feeling happy? Stressed? Angry? And when you have these feelings (and notice them in others) are you aware of how they impact your behaviour? Develop your awareness and you will be well on your way to express, reason and manage these emotions in yourself and others.

- **Expression**



Expression is about being able to talk about how you are feeling; to the right person, at the right time and in the right amount. Emotionally expressive people are good at handling workplace conflicts. And because they talk openly and appropriately about how they feel, they build feelings of trust and authenticity with their colleagues.

- **Reasoning**



We make decisions every day. Someone who demonstrates high levels of emotional reasoning will make these decision based on facts and feelings; on data and intuition. They will consider how individuals will react to their decisions. By factoring rational and emotional data into your decision-making process, you will have a greater likelihood of making better decisions and having work colleagues support them.

- **Management**



Individuals with high levels of emotional intelligence come across as being centred. They are good at maintaining positive moods, dealing effectively with stress and reacting to strong emotions (such as anger) in constructive ways. They are also good at bringing our positive emotions and moods in others through what they say and do.

BLOCK TO EMOTIONAL INTELLIGENCE

- **PREJUDICE**

All prejudice, narrow-mindness, favaouritism, intolerance, block our ability to understand our emotion as well as the emotion of others. Put a STOP to prejudice and a GO to tolerance and progress.

- **LOW SELF-ESTEEM**

A little black boy in all white class in the days of discrimination stood up and said…"GOD DIDN'T MAKE JUNK.

Yes! All of us are unique uncut sparkling diamonds and we must believe in ourselves and in the beauty of life.

- **Over sentimental Behaviour**

Sentiments have an important role in human relationship. But, when allowed to run wild, these damages the relationship.

GROW UP!

USE YOUR SENTIMENTS

WISELY……

HOW TO IMPROVE EMOTIONAL INTELLIGENCE

- **Understand the importance of emotional intelligence in all aspects of your life.**

Being intellectually capable is important in life, but being emotionally intelligent can be considered even more so, as there are many benefits associated with high emotional intelligence. Having high emotional intelligence can help you to lead a happier life because it is easier to talk with and understand others, acting rationally and calmly in difficult situations becomes second nature and it can also lead to better relationships and job opportunities. There are four core elements to emotional intelligence that help you lead a balanced life.

- **Learn to recognize stress triggers and how to deal with them.**

Life is filled with difficult situations from relationship breakdowns to job loss. In between, there are myriad stress triggers that can make any daily issue seem much more challenging than it probably is and the more stressed we are, the more vulnerable we are to not coping with life's many stressors. A very important part of improving your emotional intelligence is about being able to spot stress triggers and recognize them for what they are and to bring yourself back to feeling calm and relaxed.

- **Be open-minded, intellectually curious and agreeable.**

Openness and being agreeable go hand-in-hand when it comes to emotional intelligence. Be open to new ideas – a narrow mind is generally an indication of a lower EQ. To develop a more open mind, seek to understand and reflect upon the emotions and ideas of others. Be open to their ideas and opinions so that you are in a position to consider all possibilities in a positive manner. Remember that you can't always be right, and by opening your mind and considering new possibilities your mind will be able to both expand and be more accepting when you discover that your take on reality isn't as accurate as you once thought. When your mind is open through understanding and internal reflection, it becomes easier to deal with conflicts in a calm and self-assured manner. You will find yourself socially aware and new possibilities will be open to you.

- **Be outgoing and empathetic.**
- Those who have the ability to understand others and direct interest toward external properties (i.e., being focused on what is outside of the self) instead of being focused on oneself (self-absorbed) have the qualities of extroversion and empathy. To break it down, being selfless is known as extroversion (note that this is not the same as being an extrovert) and understanding others is known as empathy. Extroversion and empathy grow concurrently – when teamed together you have an understanding, selfless person. A selfish, self-centered person generally lacks empathy, and a person who lacks empathy generally directs a lot more interest to themselves, seeing life through the eyes of their own needs and wants only. By strengthening this element of emotional intelligence, your communication abilities will increase, allowing you to experience stronger and more satisfying relationships. The ability to communicate clearly also helps you to manage conflict better and increases your capability to influence others effectively.

- **Be conscientious and prepared to deliberate.**

Rational thinking and actions are abundant aspects of emotional intelligence. While you can understand a situation well and have a clear idea of it, if you can't take rational actions toward it then what use would an analytical understanding of the situation are? Conscientiousness is the act of analyzing a situation and deliberation is the act of responding accordingly in a rational manner. In other words, it is the act of seeing a situation, analyzing it, then acting upon it in a positive manner. Many a person can "see" what's wrong but they stop there and don't move on to the positive action as follow-through. Through the process of rational thinking and acting upon the deliberation, you will find yourself making better decisions and your ability to survive hardships will increase drastically. Paired with an open mind, you will find yourself taking the best possible route out of any sticky situation.

- **Be attentive and self-aware – know thyself.**

To be attentive is to pay attention to oneself and your surroundings in a positive manner. Knowing who you are comes in big here. If you don't know who you are how can you expect to know others? Worse still is expecting others to define you, to remove your autonomy and sense of life purpose by delineating your pathway for you. Finding yourself is an enlightening journey and it can take time – indeed, a lifetime – but it is the awareness that you continue to grow, change and learn more about yourself that keeps you on an even keel. Be aware of who you are and you will begin to be much more aware of others and their dreams, hopes, limitations and strengths. Also, being aware of your surroundings is important – you must be able to open your mind and analyze the outside world. Once you know yourself you can begin to recognize your own emotions and how they affect your thoughts and behavior, which is self-awareness. Being self-aware allows you to manage yourself in an effective manner, being able to control your emotions and behaviors in a healthy way. And like a domino falling over, once you have yourself down-packed, you should then be able to recognize the emotions and behaviors of others with clarity, which can lead to better health and personal happiness. To improve this element of EQ, consider these tips.

- **Practice communication skills.**

Having good communication skills results in a better EQ. A

high level of communication skills makes it is easier to send across and receive messages that are clear, to-the-point and respectful of both your own boundaries and those of others. It is important to not only build on your verbal communication, but also to take note of your body language. You can learn a lot about a person and their emotions by studying their body language and equally, you are always sending certain messages through your body depending on how you control it (or omit to control it).

- **Be optimistic.**

Those who are optimistic tend to live a happy, successful life. When you're optimistic, it's easier to see the beauty in life and everyday objects. In a way, being optimistic results in an open mind, making it a crucial element of improving your emotional intelligence. If you have a negative outlook on everything, how can you expect to be emotionally intelligent? Negativity encourages us to stay wrapped up in ourselves, focused only on what can go wrong in our lives rather than building our resilience and shoring ourselves against the vicissitudes of life. Optimism results in emotional well being and greater opportunities – people want to be around the optimistic person and this draws them to you, with all the possibilities that more connections bring you.

CONCLUSION

Emotional Intelligence is a set of qualities and competencies that captures a broad collection of individual skills and dispositions usually referred to as soft skill or inter & intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence & technical or professional skills.

Emotions are intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. The importance of making a connection between our mind and our emotional triggers in a way that they do not dominate us. The findings that focus on managing our emotional responses suggest the possibility of building a more effective working environment. Therefore, Emotional Intelligence as the ability to recognize and adjust our emotions that trigger our response with certain situations or people.

In our work with emotional intelligence, we have personally seen individuals improve their leadership capacities and skills in their professional role and enhance their personal lives. Emotional intelligence is the most important factor in achieving success, High levels of achievement, success, and happiness are self-defined and directed. The effects of negative and unchecked emotional stress, ineffective and poor relationships, and personal stagnation are financially costly. A personal and emotional accountability system is essential for positive human development. Honest self-assessment is requisite to positive and intentional personal change.

Healthy and effective relationships, personal leadership, self-management, intrapersonal growth and development, and recognition of potential problems are essential elements for creating a positive and healthy learning climate.

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