



ORIGINAL RESEARCH PAPER

Education

EMOTIONAL INTELLIGENCE

KEY WORDS:

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ABSTRACT

An interesting thing is happening in the 21st-century workplace: The more technology we have in this digital age, the more we automate tasks and trust machines to take over duties, the more we realize the importance of emotions. Yes, emotions, and more specifically emotional intelligence. Emotional intelligence is our ability to recognize emotions in ourselves and others, to understand their effect, and to use that knowledge to guide our thoughts and behaviors. Because emotionally intelligent people tend to get along better with others and be more empathetic and compassionate, they are likely to be more successful compared to their counterparts. And that makes emotional intelligence something worth learning more about.

INTRODUCTION:

Do you recognize the emotion you are feeling?

Can you manage those feelings without allowing them to swamp you?

Can you motivate yourself to get jobs done? Do you sense the emotions of others and respond effectively?

If you answered yes to these questions, it is likely that you have developed some or all of the skills that form the basis of emotional intelligence.

Emotional intelligence (EI) forms the juncture at which cognition and emotion meet, it facilitates our capacity for resilience, motivation, empathy, reasoning, stress management, communication, and our ability to read and navigate a plethora of social situations and conflicts. EI matters and if cultivated affords one the opportunity to realize a more fulfilled and happy life.

What Is Emotional Intelligence?

Emotional intelligence (EI) 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's an inborn characteristic.

The ability to express and control emotions is essential, but so is the ability to understand, interpret, and respond to the emotions of others. Imagine a world in which you could not understand when a friend was feeling sad or when a co-worker was angry. Psychologists refer to this ability as emotional intelligence, and some experts even suggest that it can be more important than IQ in your overall success in life.

What is the Importance of Emotional Intelligence?

The term 'Emotional Intelligence', first coined by psychologists Mayer and Salovey (1990), refers to one's capacity to perceive, process and regulate emotional information accurately and effectively, both within oneself and in others and to use this information to guide one's thinking and actions and to influence those of others.

Emotional intelligence can lead us on the path to a fulfilled and happy life by providing a framework through which to apply standards of intelligence to emotional responses and understand that these responses may be logically consistent or inconsistent with particular beliefs about emotion.

As the workplace evolves, so too does the body of research supporting that individuals (from interns to managers) with higher EI are better equipped to work cohesively within teams, deal with change more effectively, and manage stress – thus enabling them to more efficiently pursue business

objectives.

Goleman (1995) recognized five distinct categories of skills which form the key characteristics of EI and proposed that, unlike one's intelligence quotient (IQ), these categorical skills can be learned where absent and improved upon where present.

- In layman terms, Emotional Intelligence (EI) is the capability of a person to manage and control the emotions, not just of themselves but even of the people around him. Here we will discuss the importance of emotional intelligence.
- Daniel Goleman quoted that "CEOs are hired for their intellect and business expertise and fired for lack of emotional intelligence." There is also a famous saying – "Magic comes alive when intelligence combines with emotions."
- One may think that emotions have nothing to do with intelligence. But that's the key aspect of success in an organization.

"Emotional intelligence is really the key to long-term success," says Shilagh Mirgain, UW Health psychologist. "In the business world, high emotional intelligence is a critical trait of a good leader with some studies suggesting as many as 90% of top performers in a given field also have high levels of emotional intelligence. Research has also suggested that higher emotional intelligence actually translates to higher salaries."

Five Categories of Emotional Intelligence (EI/EQ)

- **Self-awareness:** the ability to recognize and understand ones own emotions and their impact on others. Self-awareness is the first step toward introspective self-evaluation and enables one to identify behavioural and emotional aspects of our psychological makeup which we can then target for change. Emotional self-awareness is also about recognizing what motivates you and, in turn, what brings you fulfilment.
- **Self-regulation:** the ability to manage one's negative or disruptive emotions, and to adapt to changes in circumstance. Those who are skilled in self-regulation excel in managing conflict, adapt well to change and are more likely to take responsibility.
- **Motivation:** the ability to self-motivate, with a focus on achieving internal or self-gratification as opposed to external praise or reward. Individuals who are able to motivate themselves in this way have a tendency to be more committed and goal focused.
- **Empathy:** the ability to recognize and understand how others are feeling and consider those feelings before responding in social situations. Empathy also allows an individual to understand the dynamics that influence relationships, both personal and in the workplace.
- **Social skills:** the ability to manage the emotions of others

through emotional understanding and using this to build rapport and connect with people through skills such as active listening, verbal and nonverbal communication.

Why is Emotional Intelligence Quotient (EQ) needed in the Workplace?

- To have self-regard, to accept yourself as you are.
- To have the assertiveness to be able to say what you need to say when you have to say it.
- To have a social responsibility to achieve sustainability for the organization.
- To have the impulse control to delay or resist an impulse.
- To have flexibility which enables one to be willing to work for the betterment and ensure they readily respond to changing expectations and situations.
- To be able to work with your competencies.
- To build strong relationships with employees and face the day to day challenges at the workplace.
- Specifics on emotional intelligence:
- It's a matter of will and perseverance to apply the keys that Professor Goleman writes about:
- We must detect the emotion behind each of our actions.
- We need to expand our emotional language (*sometimes it's not enough to say "I'm sad", we have to be more specific. "I'm sad because I feel disappointed, somewhat angry and confused at the same time"*).
- Control what you think in order to control how you behave.
- Look for a reason behind the behavior of others, be able to understand the points of view and emotions of others.
- Express your emotions assertively.
- Improve your social skills.
- Learn to self-motivate and fight for things that can bring you closer to true happiness.

To conclude, there is more to intelligence than IQ, and success depends on all of it. We're talking about personal success where we connect better with others, where we live in balance and harmony feeling capable, free, happy and personally fulfilled. *It's an adventure!*

CONCLUSION

Throughout the course of a single day, chances are you'll experience a range of emotions—joy, frustration, contentment, sadness, anxiety—depending on how that particular day unfolds. As with other human traits, how you experience and express emotions are a result of both nature and nurture: your genetic legacy and the myriad experiences you live through, starting from the moment of your birth.

Maybe you're the type of person who expresses emotions openly. Or perhaps you tend to keep them to yourself. Either way, your emotions have a major effect on your behavior. And your behaviour—your words, actions, and facial expressions—affects how well you navigate your day-to-day life.

You probably interact with a range of people—loved ones, neighbours, colleagues, and strangers—in a variety of situations every day. These interactions may be in person or virtual, brief or prolonged, mundane or profound.

Ideally, the most important ones leave you feeling content and connected. But sometimes you may end up feeling upset and alienated. The other person may feel the same way you do—or have a completely different reaction.

People differ in how adept they are at recognizing emotions, both in themselves and in others, and how well they're able to use that understanding in constructive ways. This capacity, known as emotional intelligence, can have a surprisingly powerful effect on our lives, from our ability to foster long-term relationships with friends and romantic partners to whether we're able to succeed in school and pursue

meaningful work that gives us a sense of purpose. In a nutshell, emotional intelligence refers to the ability to identify and regulate our own emotions, to recognize the emotions of other people and feel empathy toward them, and to use these abilities to communicate effectively and build healthy, productive relationships with others. Healthy, productive relationships not only are key to our psychological well-being, they're also vital to physical health.

REFERENCES

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