

**Soft Skills Development**  
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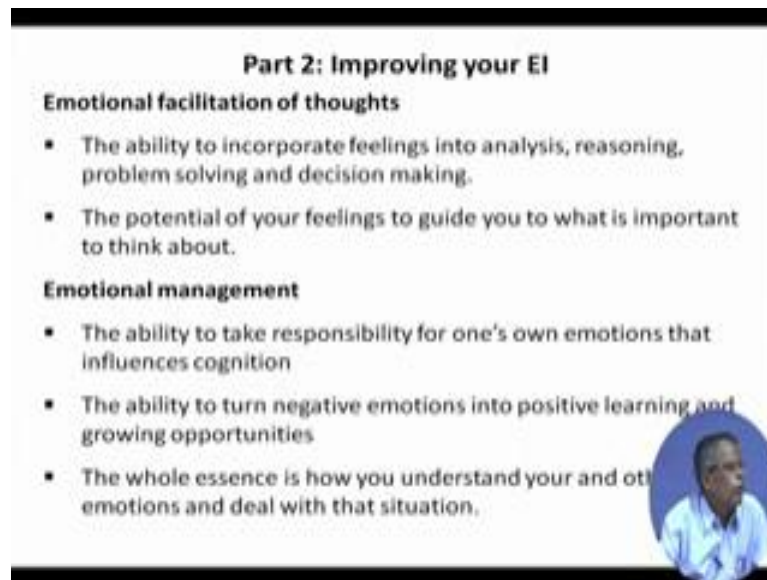
**Lecture – 22**  
**Improving Your Emotional**  
**Intelligence**

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Friends, in this session we will be talking about how we can improve your emotional intelligence or EI.

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**Part 2: Improving your EI**

**Emotional facilitation of thoughts**

- The ability to incorporate feelings into analysis, reasoning, problem solving and decision making.
- The potential of your feelings to guide you to what is important to think about.

**Emotional management**

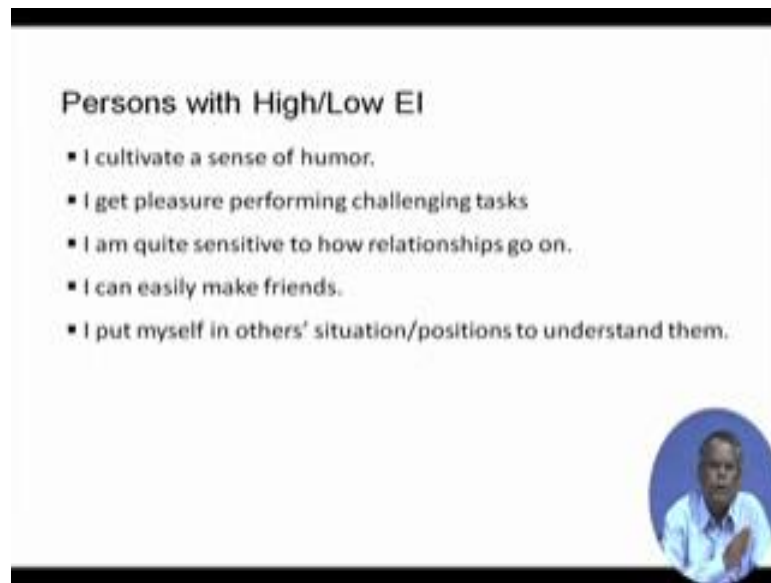
- The ability to take responsibility for one's own emotions that influences cognition
- The ability to turn negative emotions into positive learning and growing opportunities
- The whole essence is how you understand your and other's emotions and deal with that situation.



And as I mentioned earlier emotion and cognition are related. Therefore if you are a person is emotionally having the emotional intelligence, then he can enjoy the benefit of both. Accordingly he can incorporate his feelings into analysis, reasoning, problem solving and decision making. Which are primarily, these are primarily cognitive in nature, and the potential of feelings will guide you what is the important for you and how you think and feel about it and emotional management is concerned with, you take care of your own emotions and once you take care of your own emotions the cognitions will be influenced accordingly and age is apart if you are aggressive. If you express anger in interpersonal interaction you are not emotionally mature.


Therefore, the learning lesson is that you turn your negative emotions into positive learning and growing opportunity. The whole essence of emotional management is that you understand your own emotions, understand the emotions of the others and then deal with the context or the situations.

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**Persons with High/Low EI**

- I cultivate a sense of humor.
- I get pleasure performing challenging tasks
- I am quite sensitive to how relationships go on.
- I can easily make friends.
- I put myself in others' situation/positions to understand them.



And say same, the some of the items we say taking the same example of earlier into account. The five dimensions that I mentioned. One is the social component which was concerned with empathy and social skills and the personal component or the personal competency, which was concerned about self motivation, self regulation and self awareness. Just look into that, the person with self aware, he cultivates the sense of humour and a person with high motivation, he likes to perform or take of challenging task. A person with good in social relationship, he judges how the relationship go on and a person who is good in social skills he can also make easily friends and where the empathy he can put himself in other situations to understand them.

If the person such high emotional intelligence, then you can say that if you cultivate the sense of humour, if you prefer the challenging tasks, if you show understand your sensitive to relationships and you are outgoing and you can easily make friends, and you proved yourself in other persons positions to understand them, then you poses the high emotional intelligence.

Just reverse is that you posses low emotional intelligence. You express anger, you became aggressive in the contrast of others and you take up some easy tasks, not the challenging task and you are not bothered about the relationship, whether you can make the relationship and break the relationship, and you have friendship with selected few you cannot make friendship with genuine person even and when you talk you take only

your perspective into account do not considered about others. Then in that case, you pose low emotional intelligence and some of because we mentioned that once you are emotionally intelligent, it will automatically influence your cognition accordingly they will link to the cognition.

As a result of which, the emotional competencies that we mention, you have the intentionality, you keep the relationship with purpose and at the same time having more having the emotional intelligence, automatically your right brain is activated by that and creativity the work of the right brain and thereby you will be more creative. And having the emotional competencies, you will bounce back from adversities easily and you will not feel frustrated, even you fail in certain task or you fail in certain jobs or you fail in the exams, you have the resilience, you have the ability to bounce back and fight. That you will we know the situation.

And it is also reflect your social skills or bonding ability with others and at the same time when your emotion is aroused there is some constructive discontent, because the discontent will go with regions and some of the values that will show concern for others, we have a broader outlook and you have some intuitions and what is going to happen you can also infer about that and at the same time you are not interested in most of your personalized face of power. You are the person, if you are showing the socialized face of powers, you bother about others, you take care of them; you show the concern for them that is your socialized face of power.

They are not emotion intelligent people and not guided by personal importance, they are guided by the group which will give the get the importance. Which they lead or with which they interact frequently and at the same time, they show honestly consistency in their behaviour, as well as they act openly that means, there is a consistency between their saying and doing and what we call as honesty and integrity.

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These are some of the emotional values and beliefs they have. Along with that the emotional people, the emotionally mature or having high emotional intelligence, there are many events pressures in life, life events, death of a spouse, death of the children, death of some persons in the family, these are the very stressful life events, but even the person is emotionally intelligent, then you will not crackdown and breakdown in such situations.

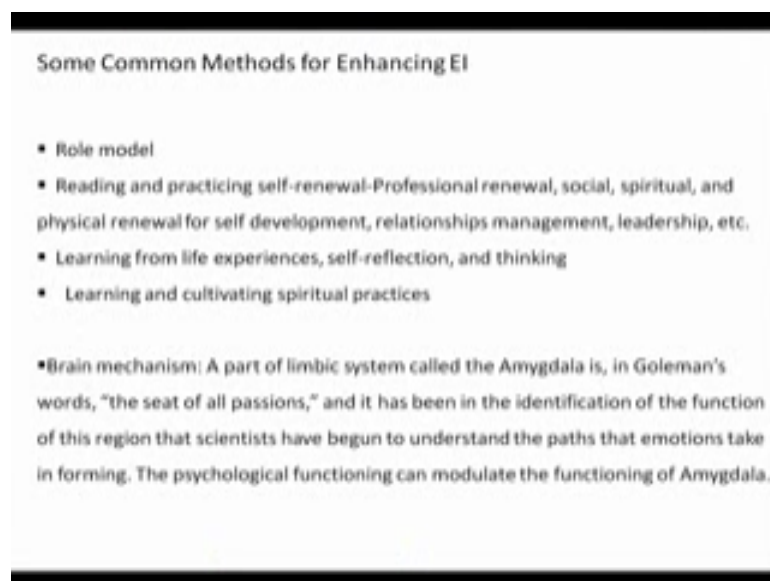
And there are many stressful situations in life, a disastrous is occurred, persons have lost their life, lost their family members, property is lost, house age is washed away, crop is destroyed, even in such stressful situations the emotionally pitched persons can be calm and composed and at the same time, he will make a force to go for a problem focused coping, how we can fight against the crises and he can sustain in that crises and there is work pressure or the job pressure or there is too much of job to do, but time is short. At that time the persons those who are emotional intelligence they can stress themselves to a particular limit. If it is not possible, they will say no, we cannot do it. And similarly there is in personal pressure is there in all such types of situations when the normal persons will break down feel helpless, experience entailed stress.

The emotionally mature person can be calm, composed, resilient and at the same time he will do something continuously to counter the crises and within a certain period of time he will also feel, even if the instant was dissatisfied he will continue the life he will never

stop with the sense of the satisfaction and with a sense of contentment he will struggle to re establish the things. Even if something is destroyed or even if there is a serious life events.

The person having the emotional maturity or emotional intelligence as many positive outcomes and these people are really the rear staffs, those who have maturity because with a high emotional maturity it will also link you cognition. Therefore, there will be good in decision making, their thinking will be constructive, they will be problem solving in nature, they will put a lot of effort to do the job. Many positive qualities will automatically with the combination of the emotion and cognition many positive qualities are likely to emerge, if the person is emotionally, if the person with high on emotional intelligence or emotional maturity.

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Some Common Methods for Enhancing EI

- Role model
- Reading and practicing self-renewal-Professional renewal, social, spiritual, and physical renewal for self development, relationships management, leadership, etc.
- Learning from life experiences, self-reflection, and thinking
- Learning and cultivating spiritual practices

▪Brain mechanism: A part of limbic system called the Amygdala is, in Goleman's words, "the seat of all passions," and it has been in the identification of the function of this region that scientists have begun to understand the paths that emotions take in forming. The psychological functioning can modulate the functioning of Amygdala.

And then there are some common methods by which you can enhance your emotional intelligence. First stage you observe in your organization or in your work setting or from your seniors or from teacher or from the community members whom you consider that the person is very effective, efficient and at the same time he is very sociable, cordial and helpful and you can identify such types of persons. Understanding the emotional intelligence, you are taken with a role model; you model your behaviour as for him or her that will lead to a change in yourself. Because providing you (Refer Time: 13:08) that the person is a role model for you.

Next is reading and practising about self renewal activities. In one of our study, we have mentioned there are four types of renewal of a person and when we will be entering into a job or already if you are in a job there is a professional involve, because the orally changing outside constantly. We have to all the time; upgrade our skill and knowledge and attitudes to meet the challenges of the changing world. You can find out the ways and means either through education or through understanding or deficiency, you can all the time strike to improve your professional competency. Social involve where you can establish and cultivate relationship with others with your family members, with your relatives and your close friends you will can cultivate that relationships.

Cultivating relationship and venturing relationships there are many toll gates we are provided how we can do it. Similarly you require the spiritual involve. It is the call of the spirit or the herself and in spiritual involve, you can improve yourself spiritually. You have provided the mind stealing exercise, as well as the like some self persuasion or self conditioning the self, through self talk and other tools by which you can and also participating in spiritual activities you can do that. Physical involve is concerned about your health and body, of course it is most important because a healthy body can have a healthy mind and until unless through jogging practices through participating in game and sports, taking initiatives to making free from the bad habits. So there are various ways and tools you have mapped through which you can do it.

And at the same time with this renewal practices, you can renew yourself. Whenever you find time, you can mentally physically spiritually and socially, you can renew yourself and re energize yourself for a better life and to be a better person. And also you can improve your EI by learning from your life experiences, self reflection and thinking. Even a simple diary we will do. Every day after returning from job you maintain a dairy.

What you wanted to do? What you did in the organization? If you wanted to do, why something you have not done and then you chalk out a strategy and when you face a similar problem in future, how you can convert the unsuccessful job to a successful one because you are working, you know your job better, you know the environmental settings, and you know your surroundings. You chart out surroundings and implement it.

Therefore, as we mentioned emotional intelligence increases age you have more thinking self reflection and experience; because age will grow the emotional intelligence will go on increasing. It will not have a, it is never have a retarding space as the intelligence is. Intelligence is equal to the Buddhi. It is retarding space after age of 60, but emotional intelligence you will has a forwarding space all the time and also by cultivating spiritual practices.

Because spirituality is such issue which goes with non violence, in Indian context it goes with non violence, truthfulness. Nishkam karma, Shanthi what we chant after the prayer and all that, all these things, are there in our systems; Gandhiji propagated the principle of non violence and truthfulness. Many religions even the Bhagavad Gita speaks about the principles of Nishkam karma. Then you have other qualities like Shanthi. Then it speaks about Jogit practices and there are many more things that one can do, to spiritually renew himself or herself and learning and cultivating such spiritual practices. There are two issues here; one is rituals that we perform for the religious activities that is one. Like collecting flower, fruits operate to god this is ritual part.

Another part is that, from the how you are purifying yourself. How you are improving yourself within by following the principles of Nishkam karma detachment, tranquillity, practice in peace, non violence. This is within and if you are mind is moulded accordingly and that will be reflected in your behaviour also or in your activities. So here it requires the moulding of the mind, so that the same thing can be reflected in our day to day activities.

These are some of the methods by which we can enhance our emotional intelligence and there is remember there is everything that we do, there is a mechanism in the brain and here the brain mechanism is that, there is a small part in the limbic system and which you call the Amygdala and it is the seat for all passions and the Amygdala controls our emotion, but at the same time we must not forget through our activities, or through the



way of our psychological functioning, we can also modulate the functioning of Amygdala.

Therefore, we say if you teach a person to do certain things he will never learn. If the person himself with interested to do and practices certain he will definitely learn. So thereby practising certain behaviour and activities as mentioned that will change our behaviour and also modulate the activities of modulate the functioning of the Amygdala and that will be beneficial for the individual as well as in his interpersonal interaction.

Thank you.