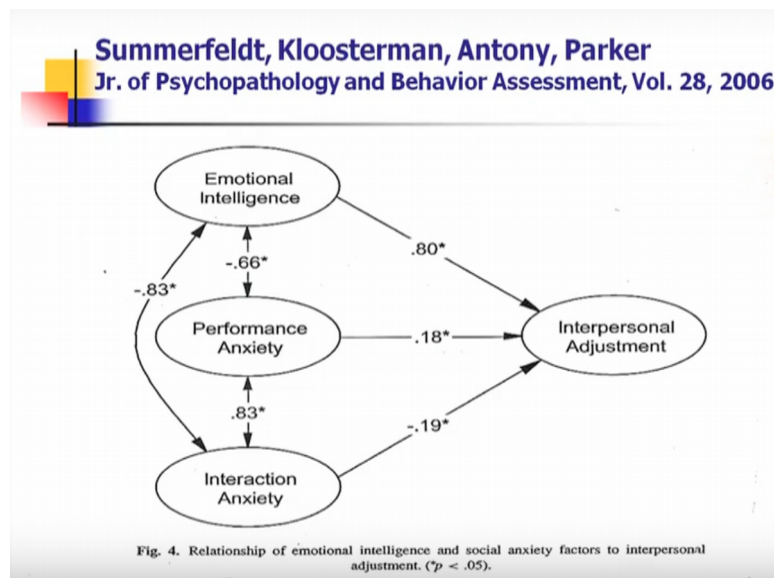


Emotional Intelligence
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Module No # 6
Lecture No # 26
EI in Health and Wellbeing (Contd.)


Well, this is in continuation with our earlier discussion on the interrelations between emotional intelligence, health and wellbeing. So, there are some other studies also exists in scientific journals and is published in journal of psychopathology and behavioral assessment volume number twenty eight in the year two thousand six.

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Where, the researchers tried to find out the relationship of emotional intelligence and social anxiety factors towards interpersonal adjustment. This also shows that how emotional intelligence positively influence one's interpersonal adjustment. However, we have often seen that adjustment behavior is one of the significant characteristics of or a good indicator of one's mental health status.

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Low EI and Mental Illness, G.J. Parker, 2001, Book: EI in Everyday Life: A Scientific Inquiry

- Alexithymia as Low EI
- Alexithymia and Maladaptive Coping
- Alexithymia and Psychiatric Disorders
- Low EI and Substance Use Disorders
- Low EI and Eating Disorders
- Low EI Somatoform Disorders
- Anxiety and Depressive Disorders
- Borderline Personality Disorders



There are many other studies also have been conducted and also published in the book emotional intelligence in everyday life. So here our Parker and his colleagues tried to find out the interrelations between alexithymia and emotional intelligence. Alexithymia is a concept also related to the domain of emotional intelligence, but it is just like the opposite of emotional intelligence I would call.

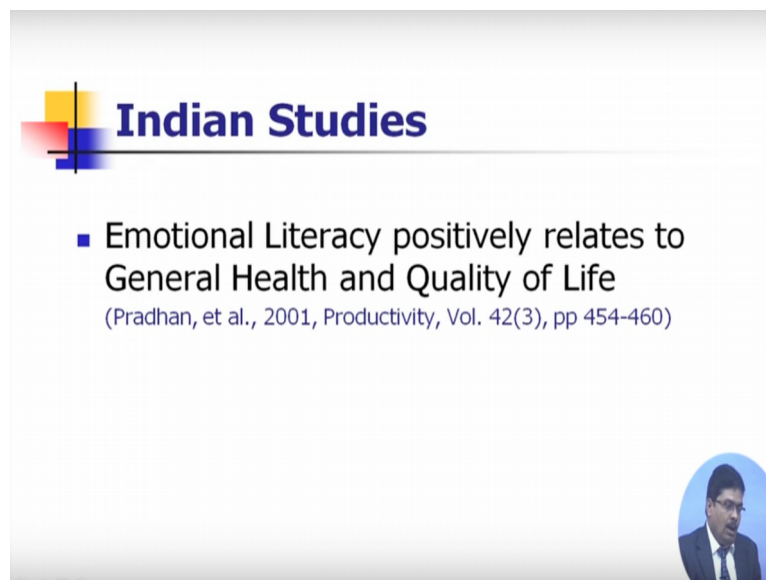
Because emotional intelligence always focuses on accurate expression and experience of human emotions but, alexithymia is a concept that measures one's inability to experience and express emotions. Just like a person who is unable to experience right kind of emotions and express right kind of emotion. This is also sometimes people label it as maladaptive coping. Because, when you are unable to express right kind of emotion in particular situations, your behavior becomes inappropriate to that situations.

So, alexithymia has been positively correlated with maladaptive copings. Alexithymia also has been correlated with psychiatric disorders. Parker has also find out that low EI is related to substance use disorders because a persons who is not emotionally stables is likely to enhance the intake of smoking, drinking, alcohol or any other substance abuses.

Then, many times also we have seen that people, those who are low in EI, they suffer from many kinds of psychological disorders like depression, anxiety, stress, tension. Which gives rise to increase in eating disorder? Or, high intake sometimes goes up, in many depression cases because studies have shown that.

Even people under depression condition, their appetite go up. Then there are other studies also link to anxiety and depressive disorders. Low EI has positive relationship with anxiety and depressive disorders. Even, we have seen that many low EI people are suffering from borderline personality disorders. So, in fact all these finding are mostly oriented towards clinical assessments.

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However, in during the last two decades, plenty of researches have been carried out in Indian context also. Some of our own studies also have been published in many scientific journals. This is one of the important journals published by national council of productivity, in Delhi. Where, I published a paper on emotional literacy. How it positively influence general health status and quality of life of managers in industry.

So, this study was very widely accepted by the scientific community, and also industry managers who are practicing managers. It has a number of implications. In terms of that it has direct relevance for managerial training and development. So, in the sense that, if the emotional literacy aspects are improved thru training, then the general or the overall health status of the managers may improve and that has a direct bearing on their performance as well as the overall quality of life.


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We also found that EI moderates the relationships between stressful life events and general health. In another study one of my PHD research scholars who also conducted extensive data in public and private sector organization, who just submitted his thesis in Sambalpur University. He is working on EI, stress and health. The comparative analysis between public and private sector where he finds that people having high level of EI are likely to experience less stress and higher level of overall health.

So, in other studies we also find that emotional intelligence happens to be causative factors in the treatment of depressive patients. If you are able to nurture and bring up or what do you say, if you are able to inject the slice of emotional intelligence to into the depressive patients, maybe they will come out. So, therefore, we suggested in this seminar where emotional intelligence can act as a remedies for casual factors of a depressions. However, it may not act that much well if the patients are chronic, at the chronic level.

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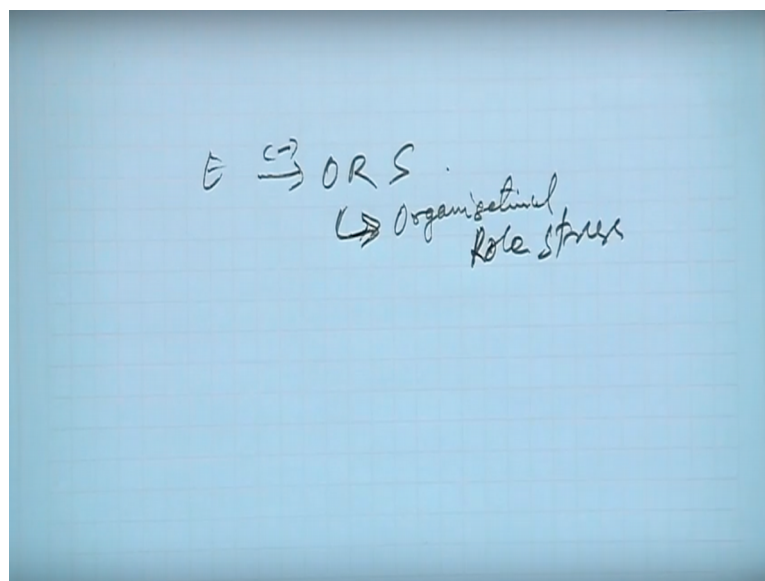


EI negatively associates with ORS.

- Ray, A. , & Mukherjee, D. (2006). Jr of Industrial Psychiatry, 15 91), 22-25

Yes, there is another study shows that EI is negatively associated with ORS. ORS stands for organizational role stress.

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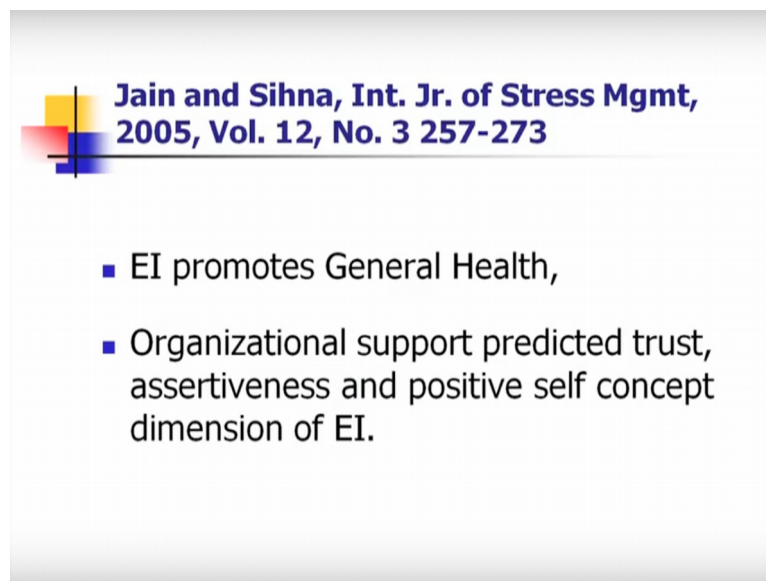
So ORS, so EI is negatively related to organizational role stress. This is called organizational role stress. So, this is a concept that was coined by Udhay Pharik. He has written a very wonderful book on the concept of role in organizational sectors where he identifies ten types of organizational role stress. So, three are self-related and four are other related, like your inter person, how you experience when expectations are multiple in terms.

Your family expects from you, your friends has expectation from you, your colleagues have expectations from you. So, out of these multiple roles, how a managers or executives experience various kinds of role stress? And that influences his personal as well as

professional performance in general. So, this is another study published in journal of industrial psychiatry.

Where Ray and Mukherjee found that EI is negatively associated with organizational role stress? And similar kind of findings, also we observe in our own study recently. It has been communicated to Indian journal of training and development. Maybe in the next issue it will be published.


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There is another important study published by Ajay Jain and Aravind Sihna. This is published in international journal of stress management in the year two thousand fifteen. Where, Jain and Sihna tried to explore how EI promotes general health among the industry managers. They found that organizational supports predicted trust, assertiveness and positive self-dimensions of emotional intelligence.

So, in this professor Jain who is right now working at MDI in Gurgaon? He tried to apply he tried to use the Baron's EQI scales. And find out there are the three important dimensions of this scale, trust, assertiveness and positive self-concept. Found to be measuring more of emotional intelligence rather than other fifteen dimensions.


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EI as predictor of cultural adjustments.
 Seyed Amir Jazaeri and S. K. Kiran Kumar. (2008). Psychological Studies,
 Vol. 53, No. 1, 83-89 National Academy of Psychology, India

Elizabeth J. Austin a,*, Donald H. Saklofske b, Vincent Egan. (2005) .
 Personality, well-being and health correlates of trait emotional
 intelligence. *Personality and Individual Differences* 38 ,547–558
*"EI was found to be negatively associated with alexithymia and
 alcohol consumption and positively associated with life satisfaction
 and social networksize and quality."*

High EI related to decreased psychological distress and to
 more adaptive coping and less maladaptive coping.
 Campbell, A. & Ntobedzi, A. (2007). Electronic Journal of
 Applied Psychology, 3(1), 39-54



And these three dimensions are directly related to one's general health. So, there is a one more study also that shows that emotional intelligence predicts cultural adjustments. So, that is why we will be also discussing about how EI influence our behavior in adapting to different cultural contexts. So, that is where we will try to link between cultural and EI.

So, this is a very important article that was presented and also published in psychological studies by Seyed Amir Jazaeri and S. K. Kiran Kumar. Professor Kiran Kumar from Mysore University, I suppose. So, there is another group of psychologist in Singapore university Elizabeth J. Austin and colleagues who, published a paper in journal of sorry personality and individual difference.

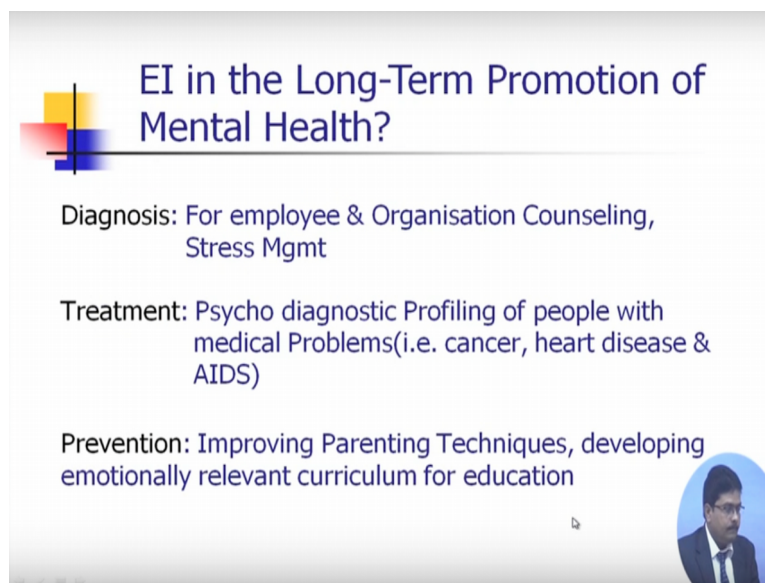
Where, they tried to link personality, wellbeing and health correlates of trait emotional intelligence. So, this is another concept related to one's personality traits. So, they found that there is a positive link. EI was found to be negatively associated with alexithymia and alcohol consumptions and positively associated with life satisfaction and social network size and quality. So, it means in other words, people those who are high in their emotional intelligence are less likely to suffer from alexilthymia. And they are less likely to consume heavy alcohol.

And on the other side, they also observed that people who are high on their emotional intelligence like to enjoy full life satisfaction. And they have a better social network and good quality of life. However, some other studies also shows that high emotional intelligence related to decreased psychological distress. So, this is what we have been exactly discussing

about. How EI will be a very deciding factor in maintaining human health, happiness and satisfaction.

So, people, those who are high on their emotional intelligence, are less likely to experience psychological stress in their life. And, they will be, you know, more successful in adapting to difficult conditions or in coping with stressful situations. Another study published in two thousand seven, that Campbell and Ntobedzi. This is published in an electronic journal of applied psychology. So, they found that there is a negative correlation between high EI and psychological distress.

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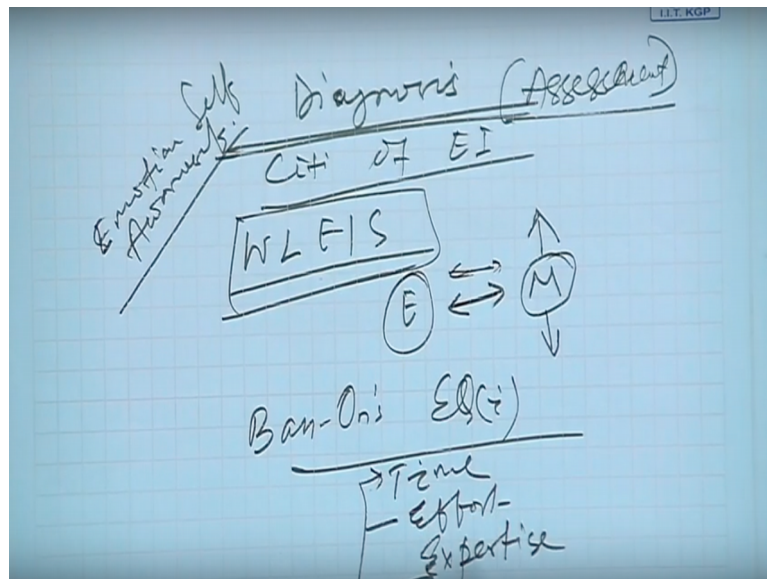


EI in the Long-Term Promotion of Mental Health?

- Diagnosis: For employee & Organisation Counseling, Stress Mgmt
- Treatment: Psycho diagnostic Profiling of people with medical Problems(i.e. cancer, heart disease & AIDS)
- Prevention: Improving Parenting Techniques, developing emotionally relevant curriculum for education

So, taking EI further for the promotion of long term mental health, what are the implications? And how people design and diagnose the deficiencies of emotional intelligence in people so that this can be nurtured and this can prevent this emotionally related diseases, such as anxiety, tension, stress etc. etc. So, the first of all is, the peoples who should begin with know it you know, diagnosis process. So, then how this diagnosis process will go on simple diagnosis.

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So, diagnosis requires assessments, you know? Assessment or you can call it x-ray, CT scan or other. So, let us have a CT scan of one's emotional intelligence, or x-ray of emotional intelligence so, how can we go for doing x-ray of one's emotional intelligence? Simply, we can administer one emotional intelligence test.

So, let us have a check of there are plenty of tools available in scientific journal nowadays. And one of the simple scales available in this commercial market is you know this Wong and Law emotional intelligence scale.

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Here are a few statements which focus on the emotional aspect of your life. Kindly read each statement carefully and respond to the most suitable criteria.

	Strongly agree	Agree	Slightly agree	Undecided	Slightly disagree	Disagree	Strongly disagree
1. I have a good sense of why I have certain feelings most of the time.							
2. I have good understanding of my own emotions.							
3. I really understand what I feel.							
4. I always know whether or not I am happy.							
5. I always know my friends' emotions from their behaviour.							
6. I am a good observer of others' emotions.							
7. I am sensitive to the feelings and emotions of others.							
8. I have a good understanding of the emotions of people around me.							
9. I always set goals for myself and then try my best to achieve them.							
10. I always tell myself I am a competent person.							
11. I am a self-motivated person.							
12. I would always encourage myself to try my best.							
13. I am able to control my temper and handle							

So, this is a very simple and research related. But it has never been tried out in clinical set ups. But however, when you are going to use it in your organizational context, you do not

identify your people as clinical patients. But you are just trying to assess their level of emotional intelligence. So, one can undergo any time this scale.

So, this is otherwise called Wong and Law emotional intelligence scale very popularly known and widely used in organizational research. So, this consists of sixteen items. And, it measures four important dimensions of emotional intelligence like perception and appraisal, regulations of emotions, management of emotions etc. So, say for example to begin with.

I have a good sense why I have certain feeling most of the time. So, what does it indicate? Which aspect of emotional intelligence it is? It is actually indicating towards your emotional self-awareness. That means, you are well aware of that you possess certain good feelings. Like say for examples, you know there is a person who always creates irritations. So, you should be aware that what kind of emotions you are holding for that person.

So, that is what you call the accurate assessment of one's emotions. I have a good understand of my own feelings. Some people say I do not know, I do not have any control when I gets angry. So, it is just goes up, up, up, and up. So, this is where means you do not you lack emotional awareness how to control your emotions

Then, I really understand how I feel. Many people say, no it matters whether somebody is laughing in front of me, or crying in front of me. There are people who are emotionally freeze, they do not have express any kind of reactions. If you ask, how are you? Chalaiye; chalaiye means I am just ok. Is there something like ok, not ok feelings? No, feelings are not like that, I am fine; I am not fine.

So, that is how emotions labeled. I always know my friends' emotions from their behavior. Exactly, if you are good in your emotional intelligence, you will be able to judge how your friend is feeling. What is the emotional status? What is her emotional need? Is he under stress? Is he happy? Is he satisfied with life? What kind of emotional needs is need of?

I am a good observer of other's emotions. That is another wonderful characteristic of emotionally intelligent people, if you can observe. If you find that you are closed one, being so nice towards you. He is not expressing her distress towards you. Because, she feels her

things that if she express her distress you will be also stressed. So, she does not want to give you pain.

But as a well-wisher, as a good friend of her, if you can enter inside her emotional chambers and find out what is wrong with her, then that will be very great of you as a close friend to help her. And to help her to come out of her distress that is what exactly we encourage students to do or display in their hostel life, you know. Many times, we have seen you know; few years back there was a suicide incidents reported in the campus.

But when we explore the situation and we ask the next door boy, do you know this boy? Tell no I do not know who was staying here. And that poor boy was staying since last 3 years. So, this means you are neither socially connected or emotionally you are also connected to your close neighbors. So, it seems that you hardly bother about others' emotional situations or social situations. But that is an indication that you do not have a good understanding of emotions of peoples.

I always set goals for myself and then try my best to achieve them. The also another sign of one's emotional intelligence I always tell myself I am a competent person, because I know I can assess myself. I can understand others. So, that is why I am feeling that I am competent. I am a self-motivated person. As you all know that emotion and motivation, they go side by side. If you are emotionally off, your motivation will go down.

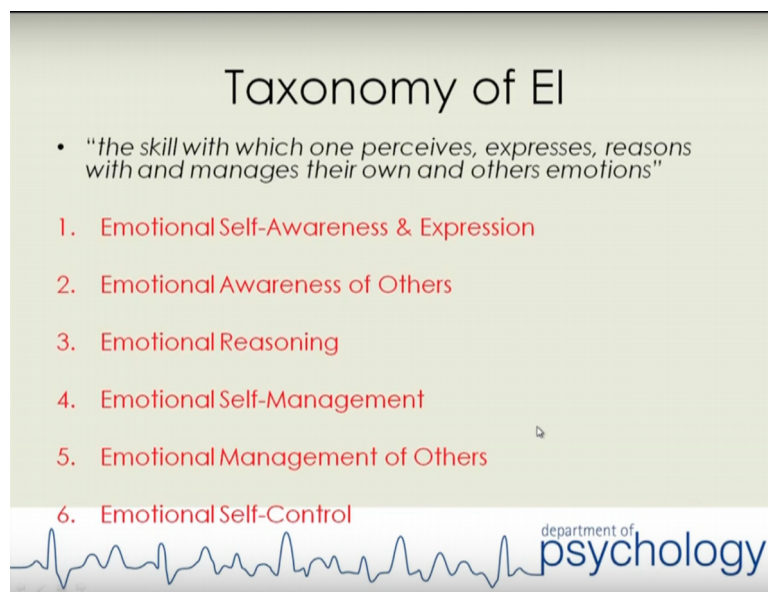
If your emotion is high, then your motivation will go up. So, that is why we say that emotion and motivation they are just like two side of the same coin. They go side by side so that is why, people those who are emotionally well, they are self-motivated. I would always encourage myself to try my best. So, this is what you call where, emotionally cool people generate lot of self-motivations. I can always calm down quickly when I am angry.

This is also this is another indication that you are able to control. You are in charge of your own emotions. You can make a full stop to your anger, and you can also energize yourself. You can whenever; any arousal is required for conducting any kind of performance. Then, I have good control of my emotions. This is also sign of emotional maturity. People often say, you must put a full stop to your anger whenever necessary. Otherwise it will go up, go up and

creates conflict among peoples. So, this small scale can give you an indication of the level of your emotional intelligence status.

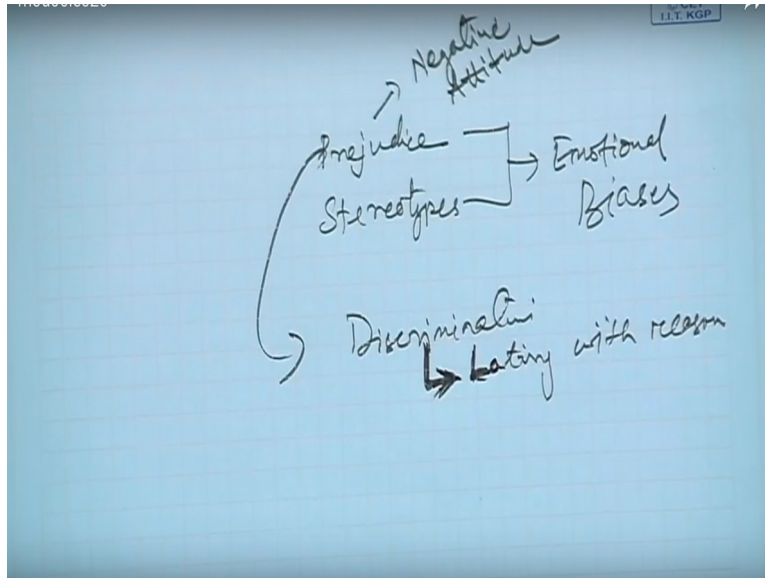
However, I would recommend that in case of clinical assessment I think Baron's EQI is most appropriate, Baron's EQI. But it is you know, it requires time more time, effort and expertise. So, a person has to have good understanding of administering the test and its interpretations. And that is why it gives you a clear picture of one's emotional intelligence related to his clinical assessment of one's health. So, there are also known as so some of the aspect I would like to tell here.

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Yeah, these are some of the important areas of emotional intelligence that one's needs to take care of. Like, assessing the state of affairs of one's emotional self-awareness, emotional awareness of others emotional reasoning is very important. You must understand why do you hate somebody?

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Because most of the times you know, we talk about you know prejudice and stereotypes, prejudice and stereotypes. What are the causes of these two outcomes? Nothing, only emotion, emotional biases, you know. Prejudice is nothing but a negative attitude, which relates to discrimination.

What is discrimination? Hating somebody; hating without reason. You ask a Hindu, why do you hate a Muslim person? They will say no I just hate, because I do not like them. So, now the reason is that, our understanding is so emotionally loaded that, we are unable to reasoning out. You ask the same thing to Muslim. They will say, I hate Hindu peoples because no I do not like them that are all.

If you ask why not you like them, you know. I just, because my parents do not like. So, that is why, you know, we often say that, education and our socialization plays a very important role in our behavior and modification, development of attitude and beliefs. Similarly, that is why we often say that emotional reasoning is very important in ours regulation of emotions or management of emotions emotional self-management, emotional management of others.

Emotional self-management is say for examples, how you take charge of your own emotions? How you control your anger? How you control your excitement? It is not only necessarily that will come out of anger, tension or stress. There is every possibility that out of happiness also you create blunders. You know, you, somebody says oh today I am very happily. And they go to hotels for party and after drinking too much they fight with others and create all nonsense.

And these kinds of incidents we have observed number of times among young students. Even matured adults also, they like to fight with each other, out of nothing. So, it is just if you are not careful, you are casual, and then you may end up with a nonsense behavior.

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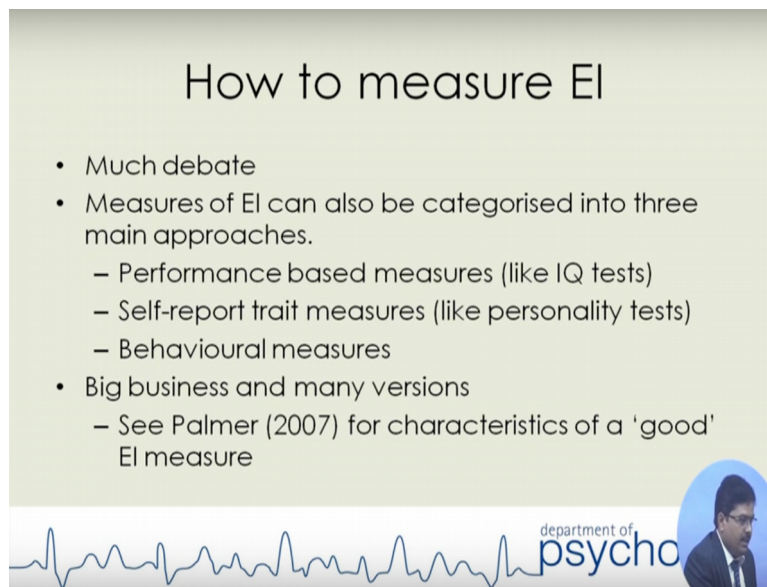
5 competencies of EI

- **Self-Awareness** – ability to recognise and understand your moods, emotions and drives, as well as their effect on others
- **Self-Regulation** – ability to control impulses and moods
- **Motivation** – passion to pursue goals with energy
- **Empathy** – Awareness of others' feelings
- **Social Skills** – proficiency in managing relationships

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And these are also called five important competencies important in organizational affairs. What Goldman talks about self-awareness, self-regulation, motivation, empathy and social skills because these are important to maintain your team harmony, to delegate responsibility, to make people to perform to their optimum?

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How to measure EI

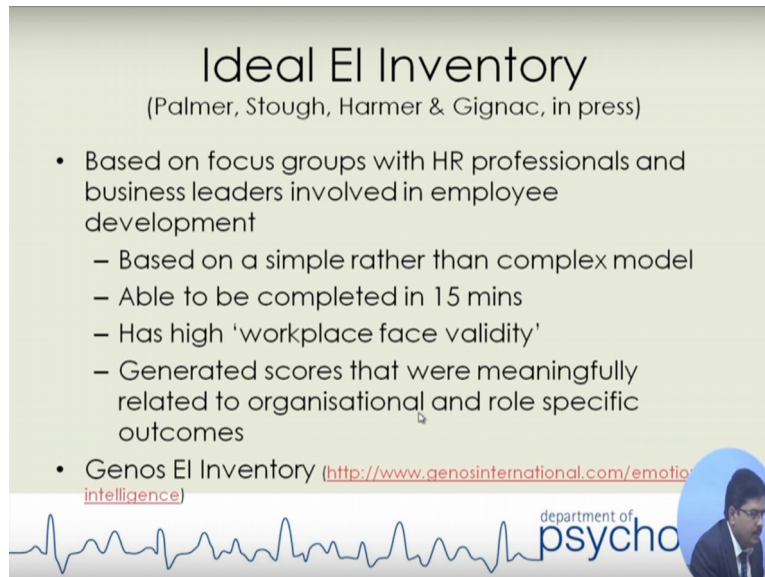
- Much debate
- Measures of EI can also be categorised into three main approaches.
 - Performance based measures (like IQ tests)
 - Self-report trait measures (like personality tests)
 - Behavioural measures
- Big business and many versions
 - See Palmer (2007) for characteristics of a 'good' EI measure

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So that is why, then how to measure emotional intelligence? There are many tests are available, like starting from bar-on's EQ to Mayer-Salovey emotional intelligence scale to,

from EQ mapping, from Cooper and Sawaf, to Palmer and colleagues. They have also developed emotional intelligence test.

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Ideal EI Inventory

(Palmer, Stough, Harmer & Gignac, in press)

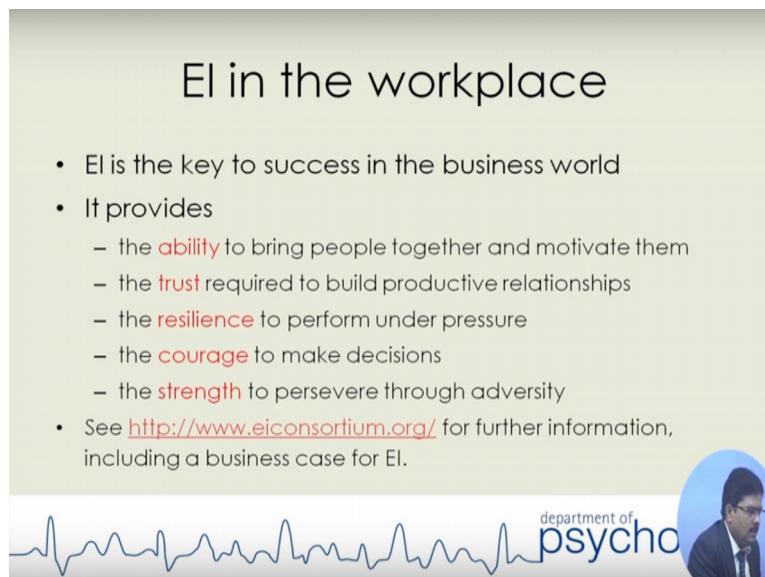
- Based on focus groups with HR professionals and business leaders involved in employee development
 - Based on a simple rather than complex model
 - Able to be completed in 15 mins
 - Has high 'workplace face validity'
 - Generated scores that were meaningfully related to organisational and role specific outcomes
- Genos EI Inventory (<http://www.genosinternational.com/emotional-intelligence>)

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So, Palmer and colleagues this talk about that EI based on focus group with HR professionals and business leaders involved in employee development. So, once you prepare a simple assessment of EI that will give an index indication of the status of a person in their different profiles of emotional intelligence.

Then based on a simple rather than complex model you will be able to complete in a test of EI. So, they are basically talking about this EI inventory, here. This is available online also, but if you want to make use of for your organizations you can buy a test.

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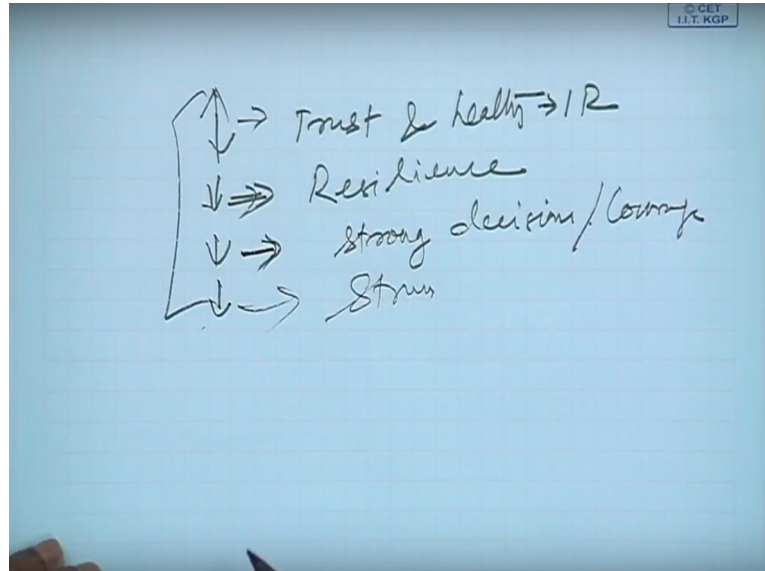
EI in the workplace

- EI is the key to success in the business world
- It provides
 - the **ability** to bring people together and motivate them
 - the **trust** required to build productive relationships
 - the **resilience** to perform under pressure
 - the **courage** to make decisions
 - the **strength** to persevere through adversity
- See <http://www.eiconsortium.org/> for further information, including a business case for EI.

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As you all know that EI has been extensively used in work context. So, where people have tried to emphasize the key EI skills or abilities for success in business one is the ability to bring people together and motivate them. The trust required to build productive relationship.

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So, one of the important a way to establish or restore one's mental health or health aspect is called to build trust and healthy relationship, healthy interpersonal relations. And yes, even we have seen in organizational affairs. If you have trust and healthy relation, you can better cope with organizational problems, because you will get strong social support. And that will create your resilient power. That is an indication of your resilience, to perform under pressure.

And yes, if you are confidence, resilient and having ability to thrive up in stress then you will be a courageous person. You can take you know strong decisions. Like you know, suppose your organization is undergoing a severe loss, you are appointing a person who can take your organization to the next level, like TATA appointed Cyrus Mistry. Now lot of debate is going on.

So why, so that is a exact example, can you depend on a person? Was it not a bold decision for TATA? For the first time somebody out of TATA family is taking charge of the TATA business. So, that is what you call strong decision or courageous decisions and strength; strength in the sense, to preserve yeah to preserve thru adversity.

So, all these five abilities are inter connected. If 1 is leading to others that can create a strong base for one's survival and success. So, with this, let us conclude these sessions. When we come back we will examine the other aspects of EI. Thank you.