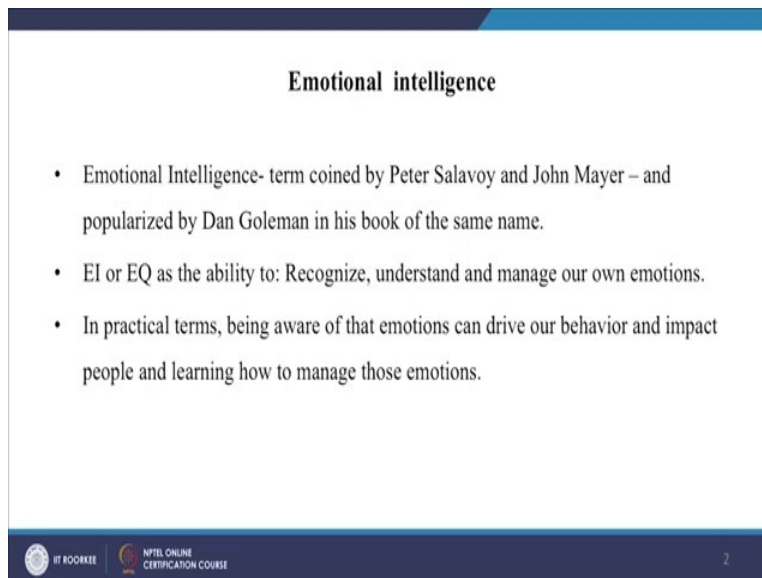


Interpersonal Skills
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Lecture-31
Emotional Intelligence - I

Hello friends, today I am here to discuss emotional intelligence which is an essential part of interpersonal skills. As we are doing interpersonal skills, so it is very important to know the emotional intelligence.

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Emotional intelligence

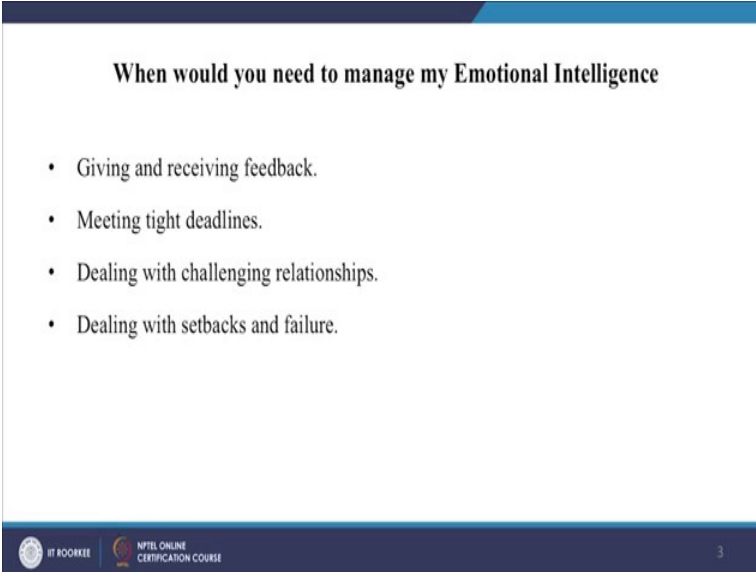
- Emotional Intelligence- term coined by Peter Salavoy and John Mayer – and popularized by Dan Goleman in his book of the same name.
- EI or EQ as the ability to: Recognize, understand and manage our own emotions.
- In practical terms, being aware of that emotions can drive our behavior and impact people and learning how to manage those emotions.

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Emotional intelligence a term created by two researcher Peter Salavoy and John Mayer and popularized by Dan Goleman in his 1996 book of the same name that is emotional intelligence. How we define emotional intelligence, it is also known as emotional coercion. So, we define emotional intelligence or EQ as the ability to recognize, understand, and manage our own emotions.

In practical terms, this means being aware that emotions can drive our behavior and impact people positively and negatively and learning how to manage those emotions both our own and others, especially when we are under pressure.

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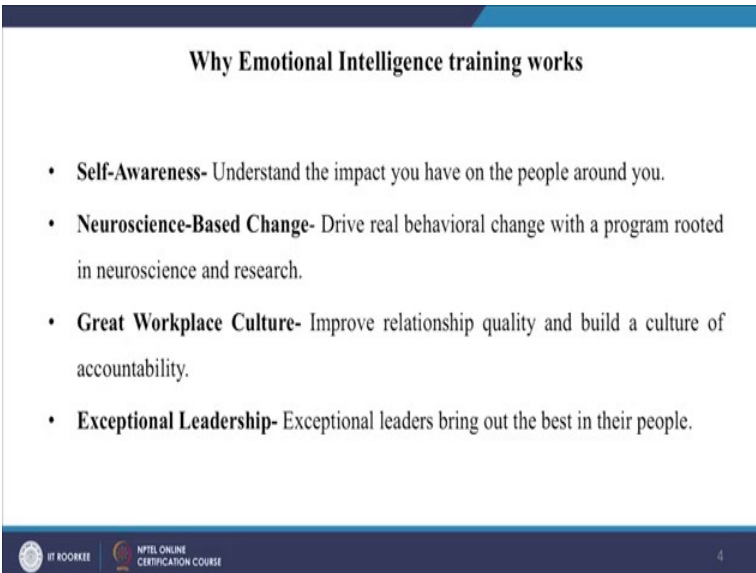
When would you need to manage my Emotional Intelligence

- Giving and receiving feedback.
- Meeting tight deadlines.
- Dealing with challenging relationships.
- Dealing with setbacks and failure.

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When would you need to manage your emotional intelligence, that is a big question when it is the time that you are supposed to control your emotional intelligence. Giving and receiving feedback from others meeting tight deadlines dealing with challenging relationships not having enough resources, dealing with change, dealing with setbacks and failure, why emotional intelligence training works? It requires why?

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Why Emotional Intelligence training works

- **Self-Awareness-** Understand the impact you have on the people around you.
- **Neuroscience-Based Change-** Drive real behavioral change with a program rooted in neuroscience and research.
- **Great Workplace Culture-** Improve relationship quality and build a culture of accountability.
- **Exceptional Leadership-** Exceptional leaders bring out the best in their people.

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First self-awareness understands the impact one has on the people around you very important to understand the impact of others. Neuroscience based change drive; real behavioral change with a program rooted in neuroscience and research at least the best you have to offer to discover why your best self is your best choice. Great workplace culture emotions are contagious improve relationship quality and build a culture of accountability.

Exceptional leadership people leave managers, not jobs, exceptional leaders bring out the best in their people. It is a scientific fact that emotions precede thought when emotions run high, they change the way our brains function — diminishing our cognitive abilities decision-making powers and even interpersonal skills what is more important, IQ that is intelligence quotient or emotional intelligence EI.

If you think IQ is important than you might be surprised at what you will learn in this here that that is not to say that IQ is not important, but there may be some traits that are even more influential on our success — drawing from several different sources a simple definition of emotional intelligence describes an ability to monitor your own emotions as well as the emotions of others to distinguish between and level different emotions correctly and to use emotional information to guide your thinking and behavior and influence that of others.

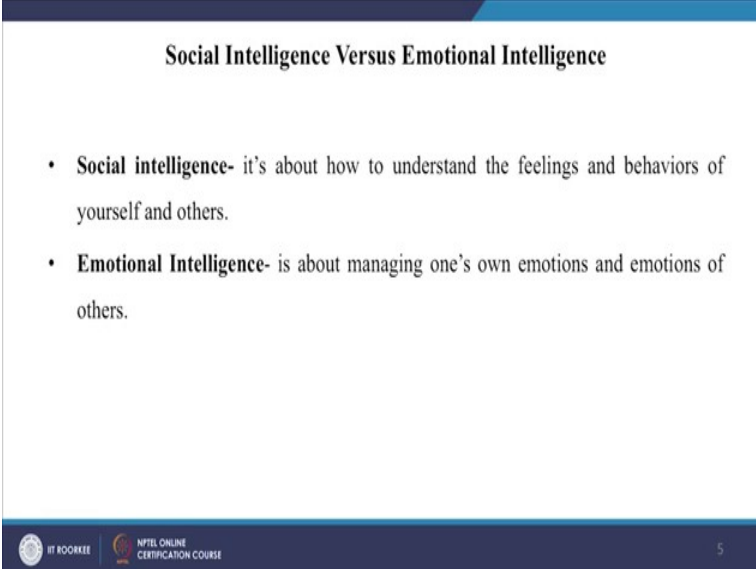
This is perhaps the most suitable definition emotional intelligence is what we use when we empathize with our worker have deep conversations about our relationship with our spouse or significant other and attempt to manage an unruly or distraught child. It allows us to connect with others to understand ourselves better and leave a more authentic, healthy, and happy life. Although there are many kinds of intelligence and they are often connected.

There are some very significant differences between them when we talk of EQ versus IQ; EQ is also emotional intelligence we need to know a few things EQ is emotional intelligence which as we just learned is all about identifying emotions in ourselves and others relating to others and

communicating about our feelings. IQ, on the other hand, is cognitive intelligence; this is the intelligence that people are generally most familiar with as it is the type that is most often referred to when the word intelligence is used.

It is also the type that is most often measured through testing and estimated through things like grade point average.

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The slide is titled "Social Intelligence Versus Emotional Intelligence". It contains two bullet points:

- **Social intelligence-** it's about how to understand the feelings and behaviors of yourself and others.
- **Emotional Intelligence-** is about managing one's own emotions and emotions of others.

At the bottom of the slide, there are logos for "IIT ROORKEE" and "NPTEL ONLINE CERTIFICATION COURSE", along with the number "5".

Social intelligence versus emotional intelligence because emotional intelligence is also an integral part of our social behavior, social intelligence is more closely related to emotional intelligence than intelligence quotient IQ is as they both have to do with navigating social or emotional situations. However, these are two distinct types of intelligence even if they share some similar features. Emotional intelligence is more related to the present in that it is used to identify and manage emotions at the moment.

Social intelligence uses some of the same skills and abilities but is often focus towards the future; it is about how to understand the feelings personalities and behaviors of yourself and others to seek positive outcomes. What is the position of emotional intelligence in psychology

because to a great extent, it is related to psychology? Emotional intelligence filled a gap in the mainstream understanding of intelligence, especially of psychologists.

The field always seem to have a general understanding that IQ that is intelligence quotient was not everything but the theories on what exactly the other important components were significantly varied and could not agree on a single concept or idea. When psychologists first introduced the idea of emotional intelligence, they found that this theory fits into the field like a puzzle piece that had been missing.

We probably all know people either at work or in our personal lives who are excellent listeners no matter what kind of situations we are in they always seem to know just what to say and how to say it so, that we are not offended or upset. They are caring and considerate, and even if we do not find a solution to our problem, we usually leave feeling more hopeful and optimistic. We probably also know people who are masters at managing their emotions like politicians.

They do not get angry in stressful situations. Instead, they can look at a problem and calmly find a solution this is art magic. They are excellent decision-makers, and they know when to trust their intuition regardless of their strengths; however, they are usually willing to look at themselves honestly; this is the characteristic of emotional intelligence. They take criticism well and when they know when to use it to improve their performance.

So emotional intelligence refers to the ability to identify and manage one's own emotion as well as the emotions of others that is to say to handle the situation. However, there is some disagreement among psychologists as to what constitutes true emotional intelligence? It is generally said to include at least three skills emotional awareness or the ability to identify and name one's own emotion the ability to harness those emotions and apply them to tasks like thinking and problem-solving.

And the ability to manage emotions which includes both regulating one's own emotions when necessary and cheering up or coming down other people. There is currently no validated test or scale for emotional intelligence as there is for G the general intelligence factor. A fact that has led some critics to claim the concept is either sketchy or entirely non-existent. Despite this criticism, however emotional intelligence or emotional quotient as it is sometimes known has I would appeal among the general public as well as in certain industries.

In recent years some employers have been incorporated emotion intelligence tests into their application or interview process on the theory that someone high in emotional intelligence would make a better leader or co-worker. But while some studies have found a link between emotional intelligence and job performance, others have shown no correlation, and the lack of a scientifically valid scale makes it difficult to truly measure or predict someone's emotional intelligence on the job.



Being smart about a feeling that is also a part of emotional intelligence, and emotionally intelligent individual is both highly conscious of his or her emotional states. Even negativity like frustration, sadness, isolation loneliness, alienation or something more subtle and able to identify and manage them these people are also specially tuned in to the emotions of other experience. It is easy to see how sensitivity to emotional signals from within and from the social environment could make one a better friend parent leader or a romantic partner; fortunately, these skills can be honed.

There are two numbers to remember to help I mean someone to understand what emotional intelligence is all about what are these two numbers? In other words, you can say the framework of emotional intelligence, and these numbers are 5 and 4 what these 5 or 4 numbers are?

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Five elements of emotional intelligence

- **Self-Awareness**- the ability to recognize and understand your own emotions.
- **Self-Regulation**- not only be able to recognize our own emotions but also express and regulate them.
- **Motivation**- people with high EQ are motivated for their own personal reasons and work towards their own goals.
- **Empathy**- ability to understand how other people are feeling and recognize, on an intimate level.
- **Social Skill**- allows people to interact with one another and successfully navigate social situations.

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There are five components of the emotional intelligence model and four dimensions of this model. The five components elements domain of emotional intelligence model is, according to Goldman, there are five components what are these five components? Self-awareness, self-regulation, motivation, empathy, social skills, self-awareness can be defined as the ability to recognize and understand one's own emotion.

It is the foundational building block of emotional intelligence since regulating ourselves having empathy for others and so relies on identifying and understanding emotion in ourselves. Self-regulation is one step further to have high EQ or EI emotional quotient and emotional intelligence. We must not only be able to recognize our own emotions, but we must also be able to appropriately express, regulate and manage the people who are high in emotional intelligence and EQ are generally also high in intrinsic motivation.

In other words, people high in EQ or EI are motivated for internal regions rather than to gain wealth respect fame or other external rewards. Those with high emotional intelligence are motivated for their regions and work towards their own goals. Empathy can be defined as the ability to understand how other people are feeling and recognized on an intimate level how one

would feel in their shoes?

How one would feel in one shoe, it does not mean you sympathize validate or accept their behavior just that you can see things from their perspective and feel what they feel. Finally, social skills are the last piece of emotional quotient or emotional intelligence puzzle. These skills are what allow people to interact socially with one another and to navigate social situation successfully. Those with high EQ generally have higher than average social skills and can effectively pursue their goals and get the outcomes they want when interacting with others.

This framework has been adapted and modeled to fit business and organizational context. In this organizational context, there are a few sub-skills and abilities under each component that contribute to higher emotional intelligence and greater success as an employee, group member an organization member, self-awareness and emotional awareness recognizing one's emotions and their effects. As we discussed earlier accurate self-assessment that is also knowing one's strengths and limits leading self-confidence sureness about one's self-worth and capabilities.

Self-worth and capability because when you could control your emotion and sentiment, your capability will go higher and higher. Self-regulation means managing disruptive emotions and impulses trustworthiness, which means maintaining standards of honesty and integrity. It is a vital part of one's character, the consciousness that means taking responsibility for personal performance adaptability flexibility in handling change innovativeness.

Being comfortable with an open to normal ideas and new horizon to a life well this is the kind of framework that helps to improve emotional intelligence as I said adaptability flexibility in handling the change and also innovativeness which is increasing new information. Self-motivation achievement drives striving to improvement or meets a standard of excellence commitment which means aligning with the goals of the group or organization.

Initiative readiness means to act upon opportunities which are an optimism that leads to persistence in pursuing goals despite obstacles and setbacks hurdles. Empathy and social awareness mean sensing others feeling and perspective and taking an active interest in their concerns. Service orientation which means anticipating recognizing and meeting customer needs, developing others means sensing what others need in order to develop and bolstering their abilities liberalizing diversity, leads cultivating opportunities through diverse people.

Political awareness means reading groups emotional currents and power relationships. Well, when we talk of emotional intelligence there are certain social skills very important to know what are these social skills influence well being effective practices for persuasion, communication, sending clear and convincing messages, leadership inspiring and guiding groups and people, change catalyst initiating or managing change.

Conflict banishment negotiating and resolving agreement, building bonds nurturing instrumental relationships, collaboration, and cooperation means working with others toward shared goals, team capability creating group energy in pursuing collective goals. Well, these are the social skills as part of emotional intelligence and emotional quotient.

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4 Dimensions of Emotional Intelligence

- Perceiving emotion relates to being aware of and recognizing other people's physically and mental states.
- Using emotions to facilitate thought that improve your problem-solving skills and creativity.
- Understanding emotions includes understanding the relationships, perceiving the causes and consequences of emotions.
- Managing emotions means being open to both pleasant and unpleasant feelings.

The four dimensions of emotional intelligence according to founding fathers Salvo and Mayor there are four distinct dimensions or branches of emotional intelligence that form a hierarchy of emotional skills and abilities what are these? Perceiving emotions using emotion to facilitate thought, understanding, emotions, and managing emotions, I repeat once again these four are very important perceiving emotions using emotions to facilitate thought, understanding emotions managing emotions.

The first dimension that is perceiving emotion relates to being aware of and recognizing other people's states. State means both physical and psychological states like being in physical pain or feeling frazzled. Identifying emotion in other people expressing one's own emotions and needs accurately and appropriately and distinguishing between genuine, honest feelings and inaccurate, dishonest feeling using emotion to facilitate thought involves redirecting and prioritizing your thinking based on the feelings associated with those thoughts generating emotions that will facilitate better judgment and memory capitalizing on mood changes.

So, you can appreciate multiple points of view and using emotional states to improve your problem-solving skills and creativity that is using emotions to facilitate thought. Understanding

emotion is the dimension of emotional intelligence that includes understanding the relationships among various emotions perceiving the consequences of emotions understanding complex feelings and contradictory states.

And understanding the transitions among emotions the final dimension managing emotions refers to being open to both pleasant and unpleasant feelings, monitoring and reflecting on your emotions engaging prolonging or detaching from an emotional state and managing the emotion both we in yourself and in others. Well for a quick refresher on Trait versus State we can discuss it like a state temporary thought pattern feeling behavior that is circumstantial and highly dependent on the environment as well as the individual's personality this is the trait emotional intelligence.

The trait can be permanent or semi-permanent thought pattern feelings behaviors that are consistent long-lasting and relatively stable characteristics that are much more dependent on personality than the environment. Based on these descriptions we can see the emotional intelligence generally falls on the trait side of the state-trait continuum although our emotional intelligence and our EQ emotional quotient related skills and abilities can certainly vary based on our circumstances.

For example, one could be more highly emotionally intelligent in a personal relationship than in work situations or vice-versa. However, emotional intelligence is most commonly considered a trait. It is sticking with the trait conceptualization well let us move deep into the emotional intelligence or emotional quotient. My dear student and sure that you must have derived some of the impression that is going to help you to know the level of emotional intelligence in you and also how to develop it to cope with the situation may occur in your professional life and public life till then goodbye thank you very much and see you in the next lecture, thank you.