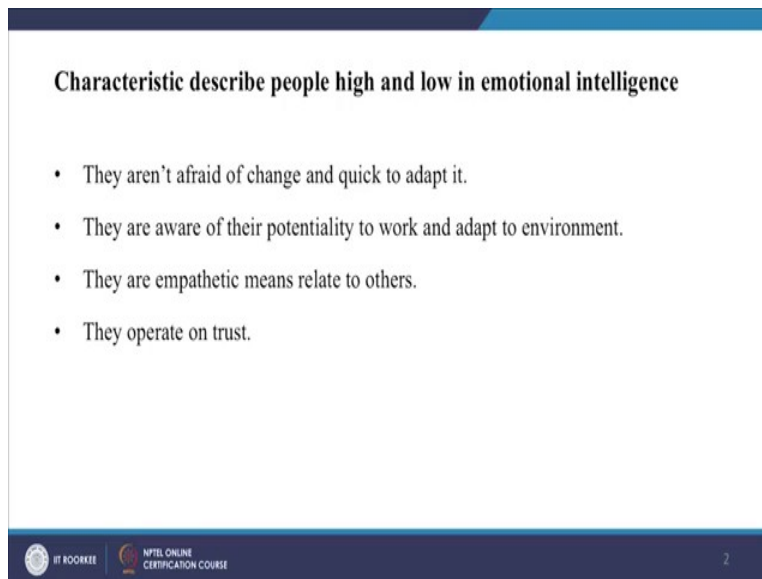


Interpersonal Skills
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Lecture-32
Emotional Intelligence - II

Hello friends, I am here to discuss the characteristics of emotional intelligence, as you know that we have already discussed the definition of emotional intelligence, which is also known as an emotional quotient. Moreover, we have also discussed the dimensions and the framework of emotional intelligence. Let us see what the features of emotional intelligence are?

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Characteristic describe people high and low in emotional intelligence

- They aren't afraid of change and quick to adapt it.
- They are aware of their potentiality to work and adapt to environment.
- They are empathetic means relate to others.
- They operate on trust.


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Many characteristics can be used to describe people high and low in emotional intelligence. According to success.com, Red power, there are seven qualities that best describe employees and leaders with high emotional intelligence or emotional quotient. They are not afraid of change, they understand it is a fact of life, and they are quick to adapt; this is one of the natural means they are ready to accept any challenge.

They are self-aware they know what they are good at what they can work on and what kinds of environment suit them best. They are empathetic they can easily relate to others and understand what they are going through. They are committed to quality but understand that perfection is an impossible standard. Their balance and able to have a healthy professional and personal life

they are curious and open-minded, and they love to explore the possibilities they address grateful and happy.

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Why developing emotional Intelligence skills is important?

- Being emotionally intelligent will help you to connect others.
- Self-management and relationship help to laid happier life.
- **Emotional intelligence in work place-**
 - Emotional intelligent people excel in all aspect like leadership and teamwork.
 - They are motivated and effective since their goal aligned with organization aim.

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Why is developing emotional intelligence is still so important. Why should we care about developing our emotional intelligence skills because being able to understand your emotions is fundamental to understanding what it is that will make you higher-functioning and lead you to flourish. As humans, we tend to be highly emotional and social creatures. Being emotionally intelligent will help you to connect with others to boost your performance at work to improve your communication skills to help you to become more resilient and much more.

It turns out that having a high level of emotional intelligence will make you successful in just about every aspect of your life further if we talk of emotional intelligence self-management and relationship management also very important. Self-management and relationship management or two vital skills to have in life self-management and relationship management skills that not only help us to lead the happier healthy life they also help us to get through the day especially the rough ones simply.

Self-management is the first state as we must learn to manage ourselves before we can manage an appropriate healthy relationship with other even relationship with our own life. Learning self-management allows you to control your own emotions to a certain extent and motivates yourself

in all situations improving your relationship management skills allows you to build a healthy relationship and communicate effectively in all situations including being open with others getting your point across and persuading others.

I am honest without alienating or offending others, building your emotional intelligence can help you with both of these important skills as well as many more like emotional intelligence can help you in the workplace, whether you are an employee a manager or a business owner. Only in an organization in which the members are highly emotionally intelligent can they work together to maximum effectiveness.

This can only increase the organization success; however, that success is measured; the bottom line is that emotional intelligence is essential for excellence in business, business in any professional life. Emotional intelligence can do wonders for business because using it at work will make you understand how people and relationships function. Emotionally intelligent colleagues will consistently excel in leadership teamwork partnership and vision because they will have insight on their relationships between the staff organizations director's, customers, competitors, networking contacts, and so on.

An emotionally intelligent organization employs staff that is more motivated, productive, efficient, effectively rewarded, and likable, and their goals will be more aligned with the organization's agenda. This is because emotional intelligence applies to every human interaction in business. Having a high average emotional quotient in the organization will help with customer service and brainstorming ideas company presentations and management of other activities.

Emotional intelligence in the workplace will help you to assess people to understand better how relationships develop, how beliefs are generated through our experiences and learn to prevent power struggle, negative judgments, resistance, in order to increase your vision and success in life. How emotional intelligence affects decision making because in our life decision making is very important related to the previous point I am in that we have discussed high emotional

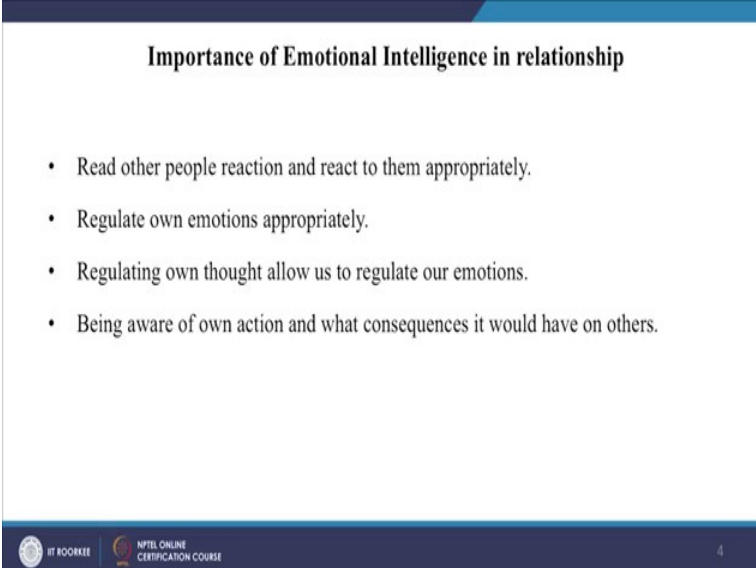
intelligence will also improve decision-making abilities and as you know that in any organization decision making is very important.

Those who have a good understanding of themselves and other people around them are more likely to weigh all the options. Keep an open mind and remove all irrelevant, unrelated emotions from the decision making the process. Those high in EQ do not remove all emotions from their decision making just the ones that can interfere like anxiety this helps demonstrate more objective while also allowing them to rely on their feelings to a healthy extent.

To expand a bit on this decision making part emotion emotional intelligence is closely related to communication skills because of decision making and communication skills related to some extent. Those are high in EQ, or I also tend to be proficient in their communication abilities those who are high in emotional intelligence consider other people's feeling, considered their feelings, practice sympathy for others and relate to them in conversation, operate on trust meaning the good trust through verbal and nonverbal cues and communicate honestly.

Recognize identify and clear up any misunderstanding will be while these are all which help you to make a decision.

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Importance of Emotional Intelligence in relationship

- Read other people reaction and react to them appropriately.
- Regulate own emotions appropriately.
- Regulating own thought allow us to regulate our emotions.
- Being aware of own action and what consequences it would have on others.

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How emotional intelligence is important in relationships speaking of a healthy personal life communication leaves directly to the next reason emotional intelligence is important to develop. Building and maintaining a healthy relationship it is easy to see how having a high emotional quotient can translate to better relationship people high in emotional quotient can read other people's emotions and appropriately effectively react to them.

Understand and regulate their own emotions, so they may not bottle things up or let negative emotion burst out of them. Understand that their thoughts create their emotions and that regulating our thoughts allows us to regulate our emotions indirectly. Connect their actions to other peoples emotional reactions; they know what kinds of consequences their action will have on others and how others might feel and behave in response.

It is no wonder highly emotionally intelligent people have a more stable satisfying and high-quality relationship than those low in emotional intelligence. You know this how others are feeling react appropriately to others. Regulate their own emotions to more effectively interact with others, and they watch their behavior to ensure they do not offend for upset others unnecessarily. These are the ingredients to a healthy, respectful relationship between whether that relationship is between being in friends, spouse, and family member's coworkers.

Now the question is that can EQ or EI emotional quotient emotional intelligence be taught and learned, yes as mentioned in previous lecture of mine emotional intelligence is not all the way to the trait side of the state-trait continuum all it is relatively stable and does not change much on its own it absolutely can be improved with practice. With concerted effort, it can be taught by parents, teachers, coaches, and other educators or practitioner. And it can be learned by just about anyone, how can one improve emotional intelligence.

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How can we improve Emotional intelligence

- Use mindfulness to maintain emotional intelligence.
- Engage in self- evaluation to identify weakness.
- Examine how one should react to stressful situations.
- Take responsibility of your action and try to make things right.

And the real question is how do we teach learn emotional intelligence luckily research has given us some answers to this question. Mindfulness is one such answer emotional intelligence and mindfulness. We can use mindfulness to build and maintain our emotional intelligence through enhanced self-awareness and self-regulation. Mindfulness meditation has been shown to work wonders on reducing or eliminating your distress when faced with ten situations.

The mind tools team offer 6-grade tools and a strategy to boost your own in emotional intelligence level. What are these? Observing how you react to others, making a concerted effort to put yourself in their place and committing to being more open and accepting of the perspectives and needs of others, taking a look at your work environment and work behavior if you are seeking attention for your accomplishments try practicing humility.

Engages in self-evaluation to identify your weaknesses and get an honest picture of yourself. Examine how you react to stressful situations and work on staying calm collected and under control. Taking responsibility for your action, this includes facing your mistakes head on apologizing and trying to make things right, examining how your actions will affect others before taking those actions and putting yourself in their shoes to fully understand the consequences of those actions.

Well, our ability to grow in emotional quotient or emotional intelligence has an enormous impact on all of our relationships. How we make decisions for identifying opportunities, so EQ and EI are enormously important. When we talk of the dimension of emotional intelligence, empathy comes very prominently. Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference that is the capacity to place oneself in others' position.

Effective empathy refers to the sensation and feelings we get in response to other emotions; this can include mirroring what that person is feeling or just feeling stressed when we detect another sphere or anxiety. Cognitive empathy sometimes called perspective-taking refers to our ability to identify and understand other people's emotions. We empathize based on the reaction to others. What are also saying that empathy can be cultivated and learned through experiences?

It is stored away in your memory those things that you feel both in reaction and as you put the thing in perspective write these thoughts out note down, analyze them and that you may know how you want to treat others in the same way you want to be treated. We are discussing that self-awareness is the art of understanding yourself. So, when we talk of empathy, this is also very important. Recognizing what is similar you are facing and then preparing for how to manage yourself both proactively and reactively.

Self-awareness is how we see ourselves and also how we perceive others to see us. The second external aspect is always the most difficult to assess properly. Curiosity is one of the important aspects of one's character and especially when we talk of emotional intelligence. I have no special talents I am only passionately curious this is that this is the line said by Albert Einstein see the content the gist of this line.

I have no special talents, but I am only passionately curious. First, an individual with higher CQR is generally more tolerant of ambiguity that is curious quotient; tolerant of ambiguity this nuance sophisticated; subtle thinking is style defines the variations of complexity. Second,

crucial question is CQ lead to higher levels of intellectual investment and knowledge acquisition over time, especially in formal domains of education such as science and art.

Now I am sure that you must have understood the very quotation by Albert Einstein that I am not well earned, but I have, I am a curious person analytical mind which is very important. The most emotionally intelligent and resolute people are deep thinkers that analyze and process all new information that comes their way. They continue to analyze old information habits and ways of doing things to see if they can extract ways to improve.

We are all analysts in the sense that we consciously think about all new information that comes our way. Having an analytical mind means having a healthy appetite for a continuously improving mindset geared at bettering yourself and always remaining open to new ideas. The major component of maintaining emotional self-control is using the power of faith to believe in you both in the present and in the future.

It believes that the people and things in your life are there for a reason and that everything will ultimately work out for good. Faith alone does not help you yes faith alone does not help you; it takes action, of course when you combine faith with values like hard work perseverance positive attitude, you form the foundation of the champion. Every great leader and thinker uses faith either in the practical context emotionally and certainly spiritually spend time in meditation.

Think about the way you believe in yourself engender a greater faith toward the person you are and whom you want to become and trust and believe that the pieces in your life will come together in a way that will help you leave boldly and joyfully. The emotionally intelligent mind can discern between things that they need versus thinking that would be nice to have that classify more rapidly as wants any, particularly in the context of Abraham Maslow's hierarchy of needs, is the basic level is tough like safety survival and sustenance.

Once those things are made then we can progress to other needs and of course wants, I want is a big house nice car and even the brand new an iPhone we do not need those things to survive, but instead, we want the best on our desire or what we perceive to matter to society. Become well

versed in knowing what you truly need to leave to accomplish goals and to support yourself, and loved ones make sure you draw an apparent distinction between what it is you need and what it is you want means to need and want.

Emotionally intelligent people know the difference between these two things need and want and old was established the need before fulfilling wants. Inspired leadership and love for what you do are born from having a passion for a subject or people. People with high EQ use their passion and purpose to ignite the engine that drives them to do what they do. This passion is infectious and contagious.

It permeates all areas of their life and rouses of on the people around them. Passion is sort of that (FL: 27:57) that when you feel it or even when you see it in other you simply know. Passion is the natural Desire Instinct drive ambition and motivated love for a subject or someone. Passion brings positive energy that helps sustain us and inspired us to want to keep going, and there is no secret that emotionally intelligent people who are passionate are also willing to preserve and power forward no matter their circumstances.

If you want to increase your opportunities improve your relationships and think clearly and constructively you are best positioned to maintain a positive attitude of all the things that we try to control and influence our attitude is the primary thing that has always been in our control. We can choose to live day by day by being positive; it is that simple. Adaptability is not imitation; it means the power of resistance and assimilation scouted by Mahatma Gandhi.

Emotional intelligent people recognize when to continue their course and when it is time for a change. This vitally important recognition and ability to make a quick swift decision in your best interest is called adaptability you must be determined when to stay the course or when to keep moving forward in another direction similarly when one's strategy is not working try evaluating and data mining if something else will work.

The way you treat yourself to how you treat others, so your daily routine always stays open-minded and willing to adapt and introduce new elements to how you think and what you do

throughout your life. You will need to change cause and make assessments on whether you will be happy and prosperous if you choose one part or another, recognize that you can always change. You can always start over it may not always be the most prudent or wise decision, but only you will honestly know in your heart what is or what is not start with leaving the option on the table.

Last but not the least and emotionally intelligent person is interested in overall success and achievement, not just for themselves but for their peers. Their inspired leadership and passion combined with their optimism drives them to want to do best for themselves and others too often we get too self-absorbed and concerned only with W I I F M or what is in it for me, what is in it for me we have to be concerned about this it is a must to do not let anyone ever convince you otherwise.

But in the same way that we should focus on our interest, we should always maintain a spirit of desire and hope for wanting to see the people will around us as a successful person. Not only is this a brilliant safeguard against envy and greed; it also revitalizes our passion and rises towards achieving our next goal. It helps us to gain allies and bills powerful relationship that come back to help us in a reciprocal fashion.

Well, these are the important point that we can keep in mind while talking about emotional intelligence. I am sure that you must have got an important helpful point to make yourself stabilize in life to face the challenges of life. So, friend, I stop here and I say thank you to you ah have a nice day we shall meet again, thank you.