

## **Emotional Intelligence**

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Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also.

The term emotional intelligence was introduced in 1990 by two American University Professors Dr. John Mayer and Dr. Peter Salovey in their attempt to develop a scientific measure for knowing the differences in people's ability in the areas of emotions. However, the credit for popularizing the concept of Emotional Intelligence goes to another American psychologist Daniel Goleman (1995). Mayer and Salovey (1995) defined emotional intelligence, as the capacity to reason with emotion in four areas: to perceive emotion, to integrate it in thought, to understand it and to manage it. According Goleman (1995) described emotional intelligence as a person's ability to manage his feelings so that those feelings are expressed appropriately and effectively. He also told that emotional intelligence is the largest single predictor of success in the workplace. He helped to popularize emotional intelligence, there are five key elements to it:

1. Self-awareness.
2. Self-regulation.
3. Motivation.
4. Empathy.
5. Social skills.

The more that you, as a leader, manage each of these areas, the higher your emotional intelligence. So, let's look at each element in more detail

### **Self-awareness:**

Self-aware of what you are going through, you would be in a better position to understand others, and affect people around you. It also means you are aware of your strengths as well as weaknesses. When you experience anger, hold that moment and think what made you so angry. To improve self-awareness

Keep a journal- Journals help you improve your self-awareness. If you spend just a few minutes each day writing down your thoughts, this can move you to a higher degree of self-awareness.

Slow down- When you experience anger or other strong emotions, slow down to examine why. Remember, no matter what the situation, you can always choose how you react to it.

### **Self-regulation**

Self-regulation is the next step wherein you think before speaking. It is an important aspect where you can regulate yourself. This will impact others in a positive way rather than in negatively. Hold yourself accountable in case you make a mistake, and try to remain calm in every situation. To improve self-regulation

Know your values- If you know what's most important to you, then you probably won't have to think twice when you face a moral or ethical decision – you'll make the right choice.

Hold yourself accountable- If you tend to blame others when something goes wrong, stop. Make a commitment to admit to your mistakes and to face the consequences, whatever they are. You'll probably sleep better at night, and you'll quickly earn the respect of those around you.

Practice being calm- The next time you're in a challenging situation, be very aware of how you act. Practice deep-breathing exercises to calm yourself. Also, try to write down all of the negative things you want to say, and then rip it up and throw it away. Expressing these emotions on paper is better than speaking them aloud to your team. What's more, this helps you challenge your reactions to ensure that they're fair.

## **Motivation**

When you are motivated to do a series of tasks you will be in a better position to influence others. Work towards your goals consistently. Self-motivated leaders work consistently toward their goals, and they have extremely high standards for the quality of their work.

Re-examine why you're doing your job- It's easy to forget what you really love about your career. So, take some time to remember why you wanted this job. If you're unhappy in your role and you're struggling to remember why you wanted it.

Know where you stand- Determine how motivated you are to lead. Can help you see clearly how motivated you are in your leadership role. If you need to increase your motivation to lead, it directs you to resources that can help.

Be hopeful and find something good- Motivated leaders are usually optimistic, no matter what problems they face. Adopting this mindset might take practice, but it's well worth the effort.

Every time you face a challenge, or even a failure, try to find at least one good thing about the situation. It might be something small, like a new contact, or something with long-term effects, like an important lesson learned. But there's almost always something positive, if you look for it.

## **Empathy**

When you are able to put yourself in other's shoe and think about a situation, it is known as empathy. Every successful leader should know how to empathise with others, if you want to earn their respect.

## **Social skills**

Social skills are all about communicating your point of view to. They are able to build a rapport with others which makes the relationship more comfortable. Leaders who have good social skills are also good at managing change and resolving conflicts diplomatically. They're rarely satisfied with leaving things as they are, but they don't sit back and make everyone else do the work: they set an example with their own behaviour.

A person will be termed emotionally intelligent in proportion if he is able to

1. Identify and perceive various types of emotions in others (through face reading, body language and voice tone etc.)
2. Sense his own feelings and emotions
3. Incorporate the perceived emotions in his thought (such as using his emotions feelings in analysing, problem solving, decision making etc).
4. Have proper understanding of the nature, intensity and outcomes of his emotions.
5. Exercise proper control and regulation over the expression and use of emotions in dealing with his self and others so as to promote harmony, prosperity and peace.

### **Importance's of Emotional intelligence (EI)**

1. EI is more powerful than IQ. While IQ contributes only about 20% of success of life, the other forces contribute the rest.
2. Unlike IQ, EI, may be the best predictor of success in life. Emotionally intelligent people are more likely to succeed in everything they undertake in their life.
3. Increasing emotional intelligence people life more healthy, enjoyable and successful.
4. In working situations too, EI helps more than one's intellectual potential in terms of one's IQ or even professional skills and competencies.
5. A person's emotional intelligence helps him much in all spheres of life through its various components namely self-awareness, empathy, managing the emotions motivating oneself and handling relationships.

### **Concept of Emotional Quotient (EQ):**

Emotional Quotient (EQ) represents the relative measure of a person's emotional intelligence. One emotional intelligence is relatively measured through some tests of situations in life, resulting in one's emotional quotient (EQ), a relative measure of one's emotional intelligence or potential. Consequently, the term emotional quotient may be defined as a relative measure of one's emotional intelligence possessed by him at a particular period of his life.

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