
EMOTIONAL INTELLIGENCE

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Abstract

Emotional intelligence has become increasingly popular as a tool for developing effective leadership skills. Researchers have long been interested in traditional forms of intelligence for predicting personal and professional life success. To capture this absence, researchers have proposed a new type of intelligence, which has been coined “Emotional Intelligence”. This paper provides a brief review of how Emotional Intelligence concepts emerged and also discusses the potential applications Emotional Intelligence has, in Leadership, in Public Health Research and in practice. This paper also reviews three proposed models of Emotional Intelligence (Ability, Personality and Mixed), with corresponding measurements.

1. Introduction

Emotional intelligence is an emerging tool, which handles how the human approach various emotions such as anger, happiness, sadness, stress, etc.intelligently. These may be emotions of oneself or that of others. Regulating emotion plays an important role in maintaining an effective interpersonal relationship, team spirit and in the social fabric. Everyone face lot of conflict in day to day professional as well as personal and social life. To quote an example, the conflict between child and parent, between team members of the professional working environment, and social relationship.

It does not mean triumph of head over heart but manipulating emotions in a smart way

The term “ Emotional Intelligence” coined by Peter Salovey and John D. Mayer during 1990 has transformed into a matured field of professional interest over these years and help manage human emotions.

With the better understanding of the emotional behavior, any relationship could be improved by observing the symptoms of the emotional bursts just before, on the course and after the occurrence of emotions. This improves frequent incidence of conflicts.

A simple study of frequent outbursts of human emotion such as anger, happiness will throw a light on this topic.

Symptoms of emotions

A deep insight into the anger emotion will lead to identification of the below symptoms

- Just before the outburst of anger:
Symptoms are palpitations, shivering of hands, clenching of fist, breathing heavily
- On the course of outburst of anger:
symptoms are punching, kicking, hitting, shouting
- On completion of expressed anger: Symptoms are irritability, upset attitude

Another study of happiness reveals symptoms as

- Just before the occurrence: relaxation of muscles, smiling, open body language
- On the course of occurrence: laughter, being proud
- On completion of occurrence: positive attitude

Possession of higher level of Emotional Intelligence will help identify the above symptoms at the appropriate instance.

Emotional Intelligence in Leadership:

An emotion is like a glass of water. Likewise spent emotion cannot be taken back. Understanding and regulating emotions are characteristics of leadership. An emotionally intelligent person identifies such emotions at the budding stage and could control or regulate appropriately.

Emotional Intelligence framework enables professionals in enhancing enthusiasm, motivation, and loyalty in the work place. Mastering emotions lead to better adaptability to new technology, competitive pressures or

markets. Developing superior social skills especially in terms of managing people is a sign of high Emotional Intelligence. It's hard to think of an occupation without the role of Emotional Intelligence more importantly organizations that deal directly with people all day. Emotional Intelligence is also a key factor in getting customer satisfaction and employees delight.

In today's world with growing complexity of tasks people get stressed out easily and way out for them is unclear. They become pessimistic and incompetent as things go wary. The following are the characteristic of emotional intelligence which in turn will be a good characteristic of a leader;

- Self-Awareness: Clearly understanding the strength and weakness of oneself is the characteristics of a leader.
- Self-Regulation: Self-Regulation is all about staying in control.
- Self-Motivation: Self-Motivated leaders work towards their self driven goal.
- Empathy: Empathy is critical to managing a successful team or organization.
- Social Skills: Social skills empower leaders in resolving conflicts.

Use of Emotional Intelligence such as ability to understand, perceive emotions, contribute to the promotion of mental, social and physical health. Emotions provide motivation for people whether to act or not to act.

Models of Emotional Intelligence

1. Ability Model

The ability model views emotions as useful sources of information that help one to make sense of and navigate the social

environment. The Ability Model recognizes that EI includes four distinct types of ability;

- Perceiving emotions: It is a basic aspect of emotional intelligence where a person can identify emotions of others as well as their own through facial expression, body language, voice and so on.
- Using emotions: A person's ability to use emotions to achieve his goal.
- Understanding emotions: Understanding the complexity of emotions even at the slight change in emotional behavior.
- Managing emotions

To regulate one's own emotion and that of others to achieve desired outcome.

2. Personality Model

The study of personality examines the issue from the perspective of the Big Five personality traits commonly accepted in psychological circles. The Big Five include: openness, extroversion, agreeableness, neuroticism, and conscientiousness

3. Mixed Model

The model developed by Daniel Goleman uses skill and competencies to drive leadership performance. It is often used to train and evaluate management. It is understood the benevolence of Emotional Intelligence as a new form of Intelligence for personal and professional life success will definitely a handy tool.

Goleman's model outlines five main EI constructs

- Self-awareness – the ability to know one's emotions, strengths, weaknesses, drives,

values and goals and recognize their impact on others while using gut feelings to guide decisions.

- Self-regulation – involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.
- Social skill – managing relationships to move people in the desired direction
- Empathy – considering other people's feelings especially when making decisions
- Motivation – being driven to achieve for the sake of achievement

CONCLUSION

Although "regular" intelligence is important to success in life, emotional intelligence is key to relating well to others and achieving your goals. Many people believe that it is at least as important as regular intelligence, and many companies now use emotional intelligence testing to hire new staff. Emotional intelligence is an awareness of your actions and feelings – and how they affect those around you. It also means that you value others, listen to their wants and needs, and are able to empathize or identify with them on many different levels.

Reference: www.universalclass.com