

Emotional Intelligence
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Module No # 1
Lecture No # 01
Introduction to Emotional Intelligence and Related Concepts

Good morning ladies and gentlemen at the offset I extend a very warm welcome to my lecture on emotional intelligence. Emotional intelligence has been a topic of huge discussion in the history of psychology as well as in management and also in all behavioral sciences. The concept emerged out of psychological results went to very well-known psychologist in United States Gendy mayor and Peter Salovey. We are carrying out the research and psychology and suddenly they found two concepts are majoring such as emotional intelligence.

When I looking on the two concepts of the Mayor and Salovey they tried to explore much out of it but the real concept get popularized in the mainstream of society by the person known as Daniel Goleman. A person who was writing articles for Times Magazine suddenly explore the beneficial aspect of emotional intelligence.

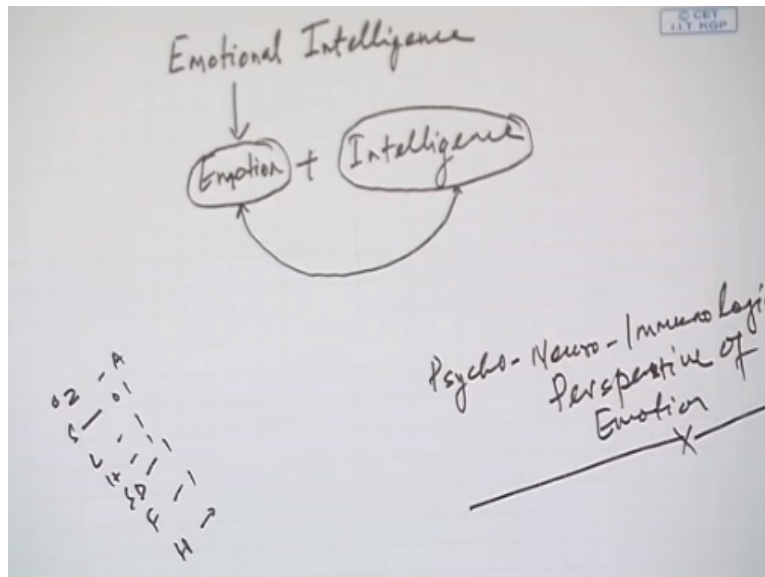
So before going into the concept in details I would like to introduce certain popular concepts that might influence or that might be the source reason for the development of concept of emotional intelligence. When you talk about the emotional intelligence, there are two concepts basically emerging out of it.

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Welcome to **EMOTIONAL INTELLIGENCE**

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One is what I say emotions and the other concept is intelligence. Is emotional intelligence consists of emotion or intelligence? And what is the interrelationship between these two concepts. So when the when you look into the origin of emotional intelligence we often talk about two is it intelligence? That is derived from out of emotions or emotions has given birth the concept of intelligence.

Probably some people say yes. There are lots of reasons because emotion is the root cause of human survival. So let us see first examine the concept of emotion. What is an emotion? What is the different nature and functions of emotions and what are the different applications of emotions and what is the essence of bringing intelligence into the domain of emotions then probably conclude about the emergence of the concept emotional intelligence.

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Well when I examine the concept of emotional intelligence, very often I used to find these are certain concepts directly related to emotional intelligence. One is called emotion intelligence creativity and wisdom. So let us examine what is emotion?

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EMOTION

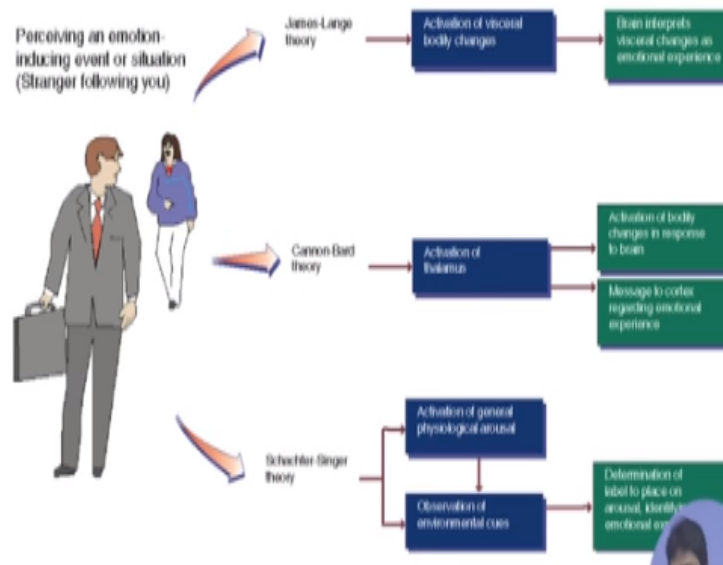
Internal conscious states that we infer in ourselves and others.

- Emotions are private experiences.
- We use operational definitions because we cannot actually see feelings.
- We infer observable behavior associated with emotion.

Well when I examine the concept of emotional intelligence, very often I used to find these are certain concepts directly related to emotional intelligence. One is called emotion intelligence creativity and wisdom. So let us examine what is emotion? Basically emotion as been defined as the inner conscious state that we infer ourselves and others. Emotions sometimes are called the private experiences.

Sometimes people use the operational definitions like emotions or stated within an individual that influences their behavior for the achievements of any kind of goals in their lives. Sometimes people are psychologist's info observable behaviors associated with the concept of emotions. Some people call it is just a feeling, some people call it just states within their system and some people call it as an antecedent to human behaviors. So how the concept is related to different aspects of human behavior including the domain of intelligence we are going to examine that.

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There are mainly three important theories existing in the whole domain of emotions and that gives us the impression how to understand the concept and what is the relevance of emotions in human life. The first theory came out of James Lanzi theory that is mainly focusing on the activation of visceral bodily changes.

If there are certain bodily changes, then we say that the emotion is acting of the individuals. So this leads to the brain to interpret the visual changes as emotional experiences. So I used to quote

one possible quotation in psychological concept that we are afraid that is why we are running or we are running because of afraid. So many times my student used to tell sir both are almost same but actually they are not same. So one is referring to the psychological perceptions and other another one is referencing to the visceral activity that is completely physiological.

So there are two perspectives we exist here, one is psychological in nature another is physiological in nature another is physiological in nature. Sometimes we are not psychologically afraid but we perceive threat. So therefore we start jumping here and there. But many times even in front of fearful objects people do not feel afraid, they are very excited. So excitement, I would not call although it is a kind of emotions but that does not create fear.

So one is the psychological perception that shapes our emotions experiences another is physiological activation within our body that also creates psychological fear. So Psychology and Physiology they go side by side to save human behavior in our daily activities. The second theory is called cannon bard theory which is mainly, purely talking about the activation of the thalamus a region in the brain that is responsible for emotional experiences. Activation of bodily changes in response to brain may be send the message to the cortex regarding the emotional experiences.

First the body gets excited then saves emotional perception. In the earlier one first body perceives it as a psychological fear then sends commands to different parts of the bodies. But there is another one which is little bit different from this two that is called Schachter and Singer theory. This theory postulates that unless until there is a cognitive arousal within the human system, you are neither going to experience any emotions or you are going to display any physiological activity.

So cognitive arousal or activation is essential for perception of any kind of emotions. So that is how it is activation of general physio biological arousal leads to observation of environmental cues and that leads to determination of the label to place arousal identifying emotional experiences.

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TYPES OF EMOTION

■ POSITIVE

- Joy, pleasure, happiness, smile

■ NEGATIVE

- Afraid, anxiety, tension, surprise, stress,

Usually in our daily life you used to experience various kinds of emotions. Some people when I access what are different types of emotions some say sir basically there are two types one is positive and another is negative.

But when in our everyday interaction we ask people how you feel some people say sir I am fine some people say I am not fine but there is third category people who just say I am okay. Is Okay a kind of emotions? Now this is actually not emotion. This is our label of judgment. So it is neither does that mean is emotion neither negative not positive that is a topic of discussion and that will it probably will explore in the domain of emotional intelligence.

Well when you talk about various kinds of emotions some you say positive emotions are joy, pleasure, happiness, smile, etc., Negative emotions are often considered afraid, anxiety, tension, surprise, stress and many others are there. But when you look into their effects on human behavior they are enormous. Sometimes they makes you so happy creates very balanced state of life. And sometimes if it created pain and stress within yourself that will completely destroy human life for its survival.

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Seven Basic Emotions

- Anger
- Happiness
- Fear
- Disgust
- Surprise
- Love
- Sadness

So let us see these are seven basic emotions often observed in human life and this is the (08.58) done by Paul Ekman who has given these seven basic emotions in human life, Anger, Happiness, Fear, Disgust, Surprise, Love and Sadness. So now my next question is which emotion do you feel most often. Yes, any response, anger ok. Anger, Sad, Happiness yes Surprise okay. So, there are two person saying anger one is surprised okay. The quote, please look into the question is which you most emotions do you feel most frequently in your life.

Okay love, happiness, sadness, yes Prethusa whatever you. Okay fear is also coming up and happiness okay. Since morning to till now which emotions has dominated your behavior. Okay Surprise yes. But mostly it is seen in our daily life that negative emotions dominated our lives. Even if you are happy you hold it for very few moments but then you start thinking troubling yourself yes what to do next. Now I have this job to do that job to do.

So you keep on always exploring with a bit of stressed and some anxiety but a happiness is very rare and that is the root cause of in today's popular psychology what we call positive psychology and emotional intelligence has emerged as an important concept of positive psychology to change to bring change to reshape human behavior to nurture health happiness and prosperity in human life and may be why I am trying to say to examine the impact of emotions in human life and what is the role of intelligence is it an emotion influencing intelligence or intelligence influencing emotions.

It is just like the relationship between feeling and thinking. So thinking is relating to your intellectual ability. Feeling is relating to you, emotional perceptions. So that is where I try to relate these two concepts emotion and intellect they are highly correlated with each other's. If they are handled properly there will be prosperity and growth. If they are not handled properly there will be stressed, Strain full, unhappiness, pain etc., So that is why study of emotions in the domain of intelligence is very important.

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Anger

- Blood rushes to our hands so we can fight.
- It can be an expression of frustration, stress, anxiety, loss, confusion, embarrassment, jealousy, rejection, threat, etc.
- It is one of the most dangerous emotions because it is energizing, and the more often we are angry, the less arousal we need to stay in this state. Anger builds momentum.

Let us go further if you examine these concepts particular kind of emotions you will see that how these emotions are important in our life. When you experience anger what is happening to you when you experience anger it is not only creating stress it is beginning lot of psychological changes within yourself it is creating just like you know firecrackers it is firing all your nerves systems within our brain you are in a excited zone. Is not it?

So what happens then the psychological pressure creating psychological activation affecting all the bodily functional zones. Say for examples like the blood roses to our hands so we can fight when you are anger you start sweating you just look at your palms it is sweating. When you are in the tension when you are on anxiety it can be expression or frustration say for example say say for example LALA 10B is looking for a debt for his synopsis presentation he is trying hard the first date was cancelled unavailability of experts.

Now second time he tried best and he is under lots of tension stress putting lot of activities how quickly he can do his job okay and when the debt was cancelled there was lot of frustration is not it yeah lot of stress will I get the new fresh date as per my expectations lot of anxiety, loss of mental energy, confusion, embracement, jealousy, rejection threats. So these are the possible outcomes these are likely to be expressed out of anger.

It is one of the dangerous emotions because it is energizing and the more often we are angry the less arousal we need to stay in this state anger builds momentum that is the ultimate outcome of anger it creates momentum. It pushes you further so that is why people creates lot of physical aggression when they are in a state of anger or in angry mood. They are likely to violate others face psychological as well as physiological.

So this could be the possible consequences of anger but if this is not managed properly it can lead to many negative consequences that can defame you that can reduce you image and self-esteem.

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Fear

- Blood rushes to our arms and legs so we can run or fight.
- It immobilizes us and forces us into fright, flight or freeze.
- It is connected to worry, anxiety, stress, nervousness, panic, paranoia, and phobias.
- It is sometimes expressed as anger.



Another important type of fear is sorry concept of emotion is fear. So fear also causes lot of changes in our blood circulations when you are under the state of fear blood also losses to your arms and legs.


So we can run or fight you know suppose you are working in a midnight suddenly you find group of peoples coming towards you with Lathes sticks. How does it feel? How do you perceive the situation? How do you react? You are completely under the zone of severe fear. So some people say I will run away some people say I will hide behind the bush some will say Bachao Bachao cry for help is not it? Now when you say out of fear we display also helplessness is not it.

So that is how the emotion is shaping our everyday behaviors it mobilizes us and forces us into fight, flight or freeze either you fly or you flight these are the concepts related to the consequences of fear it mobilizes us and forces us into fight flight and freeze. It is connected to worry anxiety stress tension, nervousness, paranoia and phobias. Unrealistic phobias are developed within us.

You know when you undergo a dramatic event tremendous pressure still the tsunami survivors are everyday experiencing psychosis unrealistic phobias as if the sea is coming on them when they are in sleeping mode. So it is coming out of fear it is connected to worry anxiety stress it is sometime that is expressed as anger.

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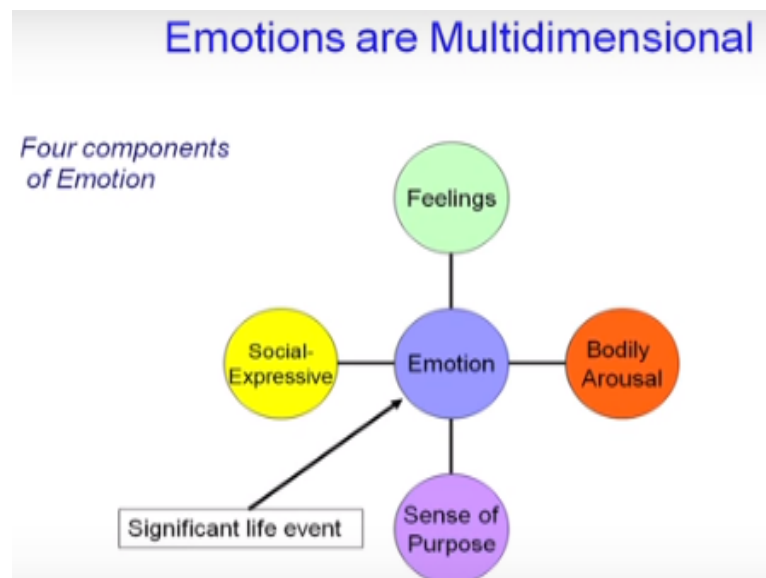
Sadness

- Metabolism slows, giving us time to mourn.
 - It comes from not getting what you want or a fear of what might happen.
 - When sad, many people try to isolate themselves, but this cuts us off from resources to get over the sadness.
 - It is connected to depression, shame, disappointment, regret, guilt, embarrassment, and insecurity.
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Sadness is also responsible for psychological changes in human behavior metabolizing slow down giving us time to moan. It comes from not getting what you want or if you are what might be happening to us. When sad many people try to isolate themselves and that is the root cause of depression when an individual makes himself isolated and restricted four walls of his room is likely to experience deprivation and that will lead to depression.

So the sadness can lead to creation of heavy depression human lives unless it handled properly unless it is handled with care it can cause devastation in one's life. It is connected to depression same disappointment regret guilty embracement and insecurity.

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Yeah when you look at the whole gamut of emotions is multi-dimensional that I have just taken out some example here the four components of emotions. Emotions sometimes consider simple feelings but they are subject to social situations they are socially expressive they are also related to bodily origins but emotion is endless.

I used to tell emotion cannot be threat emotion is the only source of creation you look at all this see created productions whether it is a movie, a novel, a poetry any kind of creative expression it is endless. So that is how we say poetry is nothing but the spontaneous expression of powerful expression of spontaneous feelings and that is endless.

So all our creative energies that often come out of our emotions our emotional involvement then how emotions could be dangerous to human life when you are engaged in irrational talks irrational ideas. When our ideas are not systematically connected then our emotionality takes over rationality that is the only side effects of emotions.

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Feeling component

- Emotions are subjective feelings
- Make us feel in a particular way.
- Anger or joy.
- Meaning and personal significance.
- Vary in intensity and quality.
- Rooted in mental processes (labeling).

Okay feeling what does it feeling components say emotions are subjective feelings the whole domain of human satisfaction subjective well-being happiness health all this are effects of positive feelings. So it comes out of the prospective of emotion as a feeling. Emotions are subjective feelings make us feel in a particular way when things are happening as per your expectations you are building up a positive framework.

Positive frame of reference your feelings are now cool, calm composed you are in a state of balance what you call well-being a state of well-being. But on the other hand when you are in a state of anger your feeling is something different we call it as negative feelings but when they are composed we call it as balanced sometimes creating joy happiness and pleasure.

But when pleasure does not bring always meaningful, satisfaction to human being but the calm and composed feelings with meaning can derive certain personal significance when say for example you have done something and you are feeling little bit satisfied that is where you are assuming meaning with personal significance. Emotional feeling that vary in intensive and

quality sometimes when it is also depends on the degree of variations based on the need of the hour.

Is this work is essential for you how much it is required for you or can you postpone it. So depending upon the need assessment even our also emotional needs also varies from time to time. If you want to do emotional involvement is hundred percent because it is important for your survival. So emotions are essential components of primal survival. These are deeply rooted in our mental processes just now I say how do you label the importance of experience of particular emotions why you are feeling sad?

Can you ask these questions? Am I really sad? Who is making me sad? How can I turn it into happiness? These are three questions that will change the whole prospective. So when you try to label is it really affecting me or I am just interpreting that is affecting me. So that labeling requires lot of mental dialogue and discussions. So the then you can change the prospective of film emotions.

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Bodily Arousal

- Biological activation.
- Autonomic and hormonal systems.
- Prepare and activate adaptive coping behavior during emotion.
- Body prepared for action.
- Alert posture, clenched fists.

Another prospective of film emotions another prospective is what we call the bodily arousals, the biological activations. I am running because am afraid or I am afraid and that is why am running why should I feel afraid? Why should I run? Can I stay calm and composed even if I am fear? So many times the decision that we take at the internal level the cognitive level that plays a very

important role in the experience and the expression of emotion that will decide whether there will be biological activation or psychological comfort zone.

Automatic and hormonal systems are also gets affected when there is a activation zone when it as also there are lot of research coming up that stress has been one of the important reason for cancer but happiness or smiling or joy has been considered as one of the psychological best medicine for the cure of cancer how come because it protects our immune systems by creating a positive feelings. So when you are in a positive feeling state that is creating a protective zone for you enhancing for you immune systems in the body.

So that is why nowadays positive psychology is also emerging in a big way in the field of this cancer disease treatment. So that is why we call as say in psychological prevention is better than cure. Bodily other also prepares and activates adoptive coping behavior during emotions. If your body is too much aroused you can control animals it is likely to burst on others but if the body arousal are within control that if you are able to control it , your bodily aggression that is nothing.

But you are applying your coping mechanism it is acting as a coping behavior because you are controlling your body activation. Your biological activation under control so that means that is making you emotionally imbalanced projecting a good self-image towards the outside world. The body prepares for actions yes somebody has taught me in front of all say for examples Subang is there and she share something to her friend he teach and now it is reach (()) (26:01) psychologically she feels highly insulted then what will happen.

If she control is okay if she okay she is general to me and I can pardon him or I can tolerate this and I can tell her for modifying for that. But if she feels so much excited creating lot of body arousal are taking the insult into the highest level of offense and reacting heavily resulting in slapping on her face.

That may happen because human anger you never know where in which direction it is moving but if you are bringing little bit of intelligence to this concept of emotional into the domain of

emotional arousal. Probably you could control a display better natural behavior so that is how it prepares body to respond are to outside world and respond as for your control. It alert posture clenched fists.

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Purposive component

- Give emotion its goal-directed force.
- Motivation to take action.
- Cope with emotion-causing circumstances.
- Why people benefit from emotions.
- Social and evolutionary advantage.

There are many other concepts that are related to this frame work like purposive components is there feeling has any purpose in component yes it gives emotion its goal direct force. Emotion is achievement of any kind of goal when we discuss about emotion there is another popular concept that automatically come to discussion is called motivation.

So emotion and motivation they are just like two sides of same coin they go side by side without emotional arousal your motivation will not be motivated, without emotional arousal motivation you go into deep chamber of fridge it will freeze itself. So that is why we often say that too much arousal and too less arousal is dangerous for human survival or maintaining optimum motivation optimum emotional arousal is actually best for maximum motivational appraisal or what you call achieving optimum performance.

So your emotional feeling what you call stress or anxiety or happiness or joy whether it is positive or negative it should not be neither too high nor too less it should be optimum and that will decide how your body copes with the that situations. Secondly is motivation to take actions

so that is what we discussed more emotion directly links to the concept of motivation in order to perform any kind of action.

The next is the purpose of emotion is to cope with emotion causing circumstances many kind of emotional situation creates problem for human survival. So how you cope with this kind of this there are destructive emotions there are constructive emotions. If you are positively dealing with the negative or destructive emotions probably you can come up with the best creation of this world.

Why people then benefit from emotions because emotion has many things to do with creative creations. When you control them then you channelize them in light directions you are likely to benefit from him. Social and evolutionary advantage emotionally if you look at Darwin concepts you know survival of the fittest emotion always also work over there. So historically it has been also seen there any civilization in order to survive in society emotion is very much essential.

If you feel though no this is not the right place that I have life so when you dream in the survival your emotional aspirations also goes down equal it is emotion that keep you keep your zeal to life order and that is why where depression takes over. The moment you feel the negative side of emotion more of it your life the certificate side effect will be much more.

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Social-Expressive component

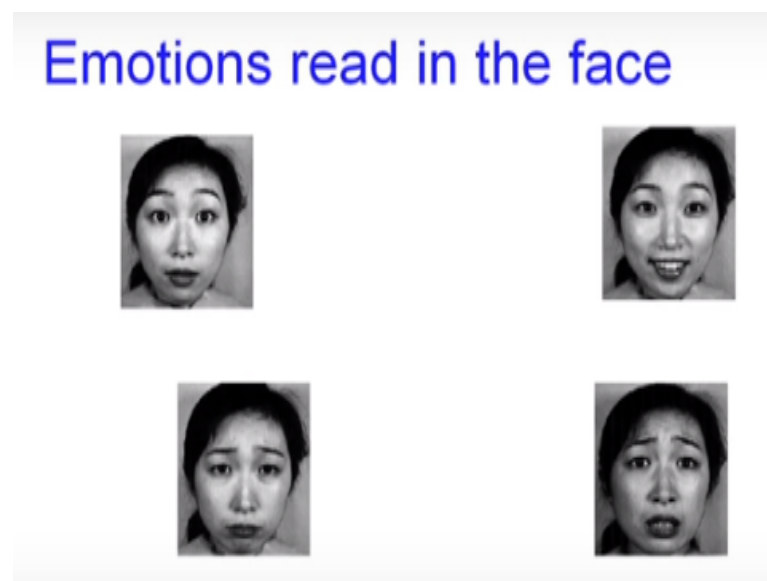
- Emotion's communicative aspect.
- Postures, gestures, vocalizations, facial expressions make our emotions public.
- Verbal and nonverbal communication.
- Helps us interpret the situation.
- How person reacts to event.

And the social expressive component says that in order survive in society you should emotionally communicate sometimes you should show sympathy, empathy, care concern about others.

Otherwise it will be very difficult for survival in this world so that is why the social expressive component of emotion is very much important and directly in fact related to the concept of emotional intelligence. Where we try to extract the concept of empathy and sympathy these are two concepts they are derived from emotions which are socially expressive comment okay.

This is also important because it relates to your posture you are just your vocalizations facial expressions if you are not comforting a different expressions if you are angry you are giving a different expressions. But when you are happy and smile you invite others into your comfort zone for dialogue for deliberation and open the day for very productive outcomes. So that is why the social expressive component of emotion is very beneficial for mankind all.

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These are some of the emotional expression that displays different type of emotions so can you identify it any one of you surprised next okay you can say yes sir and this can we say also here these are in fact taken from one of the study conducted in Japan so that is why most of the figures are Japanese figures so but there are also apart from the expression of emotions there are certain emotions are they are very culture specific

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OUTCOME OF EMOTION

- ILLNESS
- WELLNESS

- EMOTION AND ENVIRONMENT

Well when you discuss emotions and its outcomes. We often have seen that emotion is that (()) (32:20) human life you cannot survive anymore without emotions in this world. So I have considered it on two friends one is illness consults the other is wellness consults, one is individual best another is environmental best. So how emotion is related to illness if you are not feeling well all the negative ideas will dominate over your life.

You will develop psychological symptoms, you will develop psychological disease like anxiety, tension depression and as you all know that fifty percent of human health is psychological health and if you are not psychologically well, that will directly affect your psychological systems. So the optimum functioning of the psychological system goes down you suffer from many psychosomatic diseases that is how I call it as emotion directly affect human health.

Emotion directly affect human immune system the biological the psychoneuroimmunology concepts there is a concept called psycho neuro immunological prospective immunological prospective of emotion. What is this? The role of emotion in the regulation of neurological systems in human body, so more you experience negative emotions more it will likely to accept affects our immune system and that is how it causes many high level diseases which are very rarely curable such as cancer and many other systems.

So the main side effects are negative outcome is illness medical problem and yes if you can regulate properly every day making balance of positive and negative and experiencing more of positive emotion in your life. You are likely to build up a good immune system biological immune system within yourself once you express happiness joy pleasure and very positive behavior towards others that will create a positive environment for others that will create a state of wellness around you and around others.

And that is how emotion is going to influence even building a very healthy atmosphere not in our personal life but also add our professional workplace and that is how I take it into the two important frameworks that is called illness and wellness outcome of emotions.

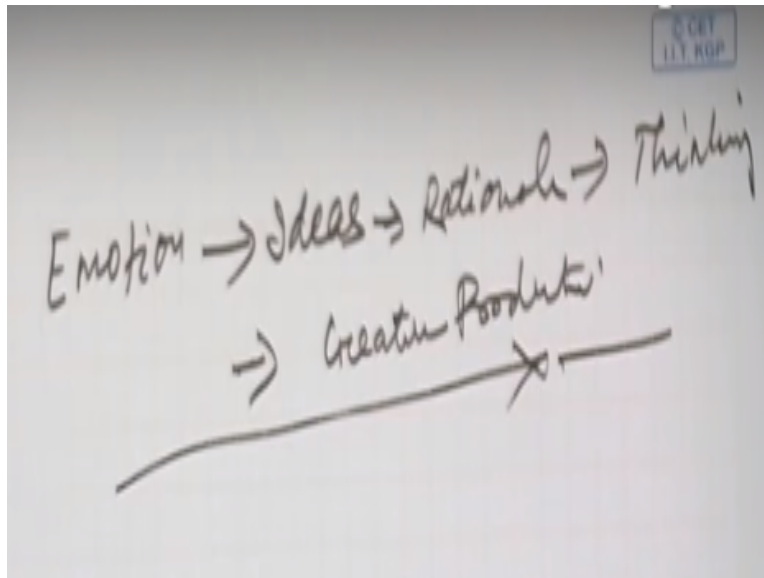
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Emotion & Reason

- Logic
- The basis of human intelligence

Well emotion and a reason has been taken into consideration in the sense that our if your emotional feelings are not connected systematically they may not lead to proper thought processes they may not lead to proper thinking.

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So emotion generates ideas so the framework goes like this that a kind of particular kind of emotional feelings leads to generation of ideas and ideas are early ideas are in fact in a very unsystematic ways. When you see dreams many times you do not know what is happening because they are not systematic and the moment you bring the little rationality to these frameworks of ideas then you come up with certain systematic frameworks.

That builds up the rational thinking giving rise to a creative production many times that is how you often say that you know dreamers are better achiever than non-dreamers why?/ because you know if you read the life history of many the great people like Einstein, Newton and many other great thinkers they keep in dreaming day and night when nobody else could achieve the theory of graduation gravitation than Sir Issac Newtons everybody watching the fruit is falling from the tree.

But nobody observe so in in order to come up with a creative creations you need to explore thoughtful observation is very much essential that is why we call powerful expression of spontaneous feelings. That requires to be done that is where we bring reason to the domain of our emotions well so reason means we apply logic systematization with facts and figures the basis of human intelligence that is where the moment emotions are endless very unsystematic. But the moment you bring little bit logic and rationality then it turns into the domain of your intelligence.

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INTELLIGENCE

- Intelligence is derived from Latin word that mean "to choose between" and "to make wise choices".
- Today, Spearman (g-factor) & Binnet (first first intelligence assessment 1906) would conceptualize intelligence as a computer program that could solve a wide variety of problems.

And that where you derive the systematic way of your thinking what do you call intelligence? Intelligence has been considered as one of the important systematic thoughts very simple tasks some people call it talent some people simply call it as a skills but what exactly it is. So there are as many definitions as psychologist in this world.

But the some of them they define intelligence is derived from the Latin word that mean to choose between and to make wise choices. Today the spearman G factor and Binnets theory of intelligence has been very popular throughout this world and that would conceptualize intelligence as a computer program that could solve a wider variety of problems. So alpha Binnet who is a French psychologist this oofah who in fact made you of that IQ test in a classroom situation ok we will take a break from here and will continue after a short break thank you.