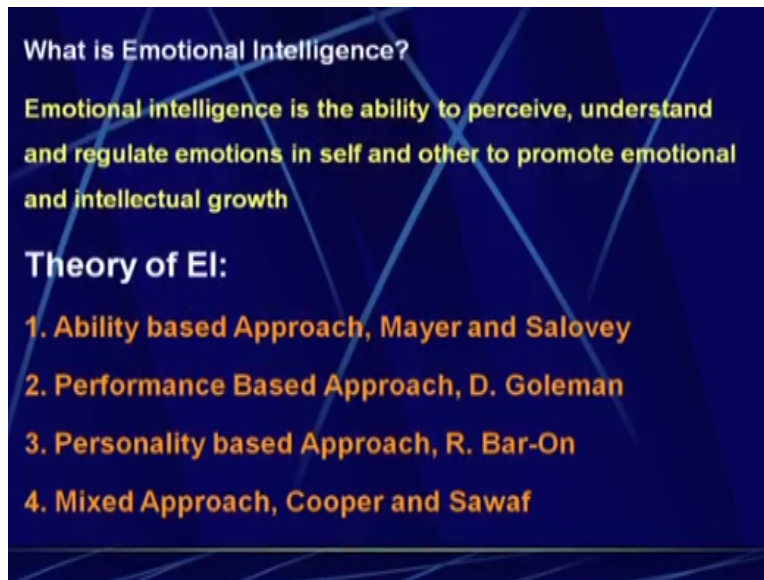


**Emotional Intelligence**  
**Prof. R.K.Pradhan**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kharagpur**

**Module No # 2**  
**Lecture No # 10**  
**Meaning, Nature Theory**

So Goleman theory was a morally emphasizing of upon certain skills and competencies that are required for performing the best performance in organizations. So this theory was mainly focused on four important domain self-awareness, self-management, social awareness and relationship management. However this theory for the modified which will be discussing later on in details now going further to the Baron's approach of personality measure of EI.

**(Refer Slide Time: 00:20)**



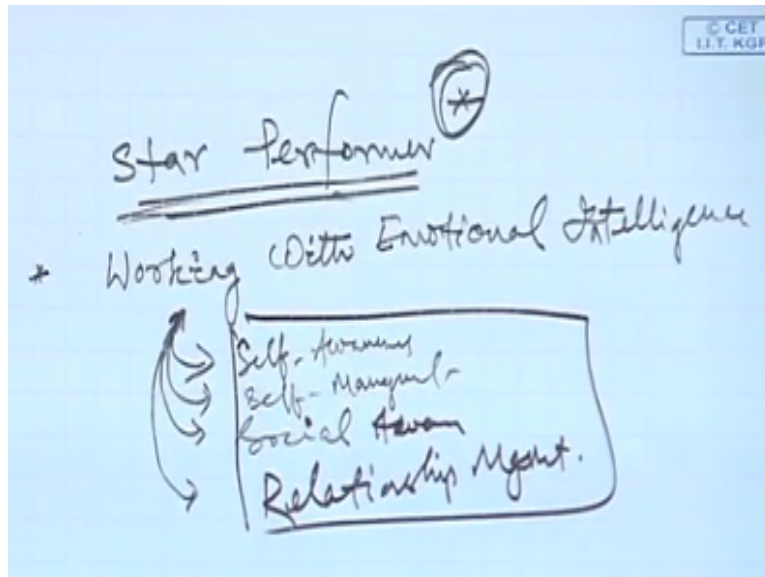
**What is Emotional Intelligence?**

**Emotional intelligence is the ability to perceive, understand and regulate emotions in self and other to promote emotional and intellectual growth**

**Theory of EI:**

- 1. Ability based Approach, Mayer and Salovey**
- 2. Performance Based Approach, D. Goleman**
- 3. Personality based Approach, R. Bar-On**
- 4. Mixed Approach, Cooper and Sawaf**

**(Refer Slide Time: 00:24)**



In fact Robert Baron is the first person to come up with a global tool of emotional intelligence measure which is very popular known as the Baron's EQI this is known as the first measure of emotional intelligence go the measure of emotional intelligence.

We are Baron's tries to describe emotional intelligence from the point of view of how a person copes with difficult situations and how quickly comes out of adversity will also look into those things and Cooper and Sawaf wrote on emotional intelligence is business organizations where they try to emphasize this of one some aspect of human personal styles, coping styles and some aspect of competencies. So that is why it is known as mixed approach where they try to evaluate a certain EQ skills, competency values emotional literacy etc.,

Will also be examined all those domains in details or ongoing discussion these are three important definitions that came of research and literature the first definitions given by Goleman

**(Refer Slide Time: 02:28)**

**Goleman**- EI as the capacity for recognizing our own emotion and of others , for motivating ourselves, and for managing emotion well in us and in our Relationship. (1998)

**Bar-On**- EI is concerned with understanding oneself and others, relating to people, and adapting to and coping with the immediate surroundings, which increases one's ability to be more successful in dealing with one's environmental demands. (1997),

**Mayer and Salovey** defines EI in terms of four major componets as mentioned below.

Golemans says that emotional intelligence is the capacity for recognizing out own emotions and of others. You know this is very important and the first sign of emotional intelligence when you ask some people's you know I used to often have an ask people how are you? The very general question when you meet somebody how are you? You know if the person is looking very sad say I am fine and some people say I am ok. So somebody even not fine but saying fine is that accurate assessment of the emotion once emotions no see in this conditions.

Even the person perceive accurately but he does not express accurately so that is why Cooper and Sawaf come up with one framework known as emotional literacy that measures three important domain self-awareness, self-awareness of others and that is one more third dimensions emotional expressions.

How accurately you perceive is equally important how accurately you express all. So that should match with each other otherwise we give a wrong message to our schedule. Otherwise if you do not say that I am not good how others will feel that you are in stress or you are in stress. So that is the main point of concern and second is for motivating ourselves the moment you look smile on somebody's face or a person whom with you are interacting you feel happy you feel very positive.

So that brings motivation zeal interest within yourself that facilitated the next level of interactions and that is the power of emotional intelligence but many times what happens. We are understand regulate but we are able to manage it effectively say for like you know family conflicts. You know family conflicts you will find some or other conflict between kids parents between kids and parents between neighborhoods you know and most of them are emotional in nature and it all happens due to misunderstanding.

You know many people say it is easy to create relations but it is difficult to maintain that relations for longer time. Because in our relations there is you know there is every moment you are expecting emotional conflict. So who is sacrificing? Who is holding? It requires lot of interpersonal equations and that is the tricks for maintaining high level of emotional intelligence in the long run. We will discuss detail about that in fact that becomes the root cause of a healthy relationship.

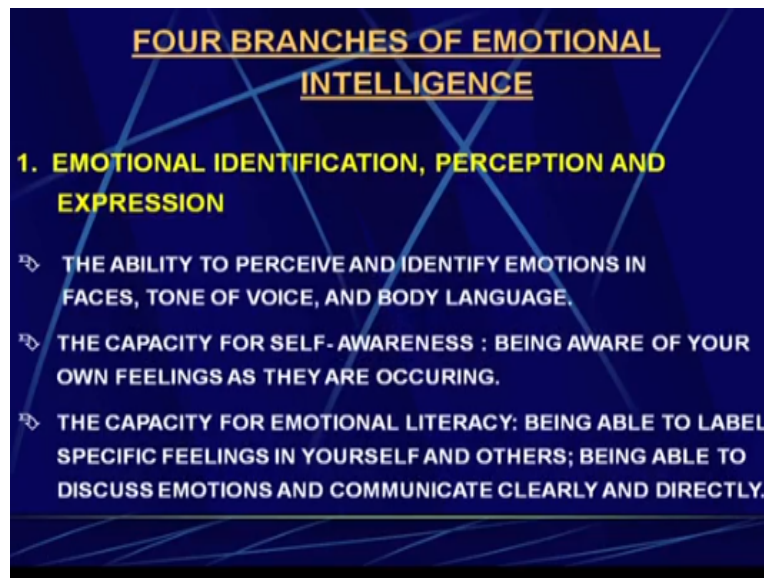
You know many times what happens most of the family conflicts are you know couples conflict in family between we go cross something you are trying to over power with your partner. Which your partner does not approves and that is where it the conflict begins. So how hat needs to be minimized we will look into in our next level of discussion. No coming back to the Baron's definition Baron's says that EI is constant with understanding oneself and others relating to people adapting to and coping with immediate surroundings.

So it is basically how quickly you can adopt to new situations new surroundings. So it exactly highlights you know when you are in Rome are you behaving like a roman or not. So that summarizes about also the tricks of emotional intelligence but emotional intelligence also displays an increase in one's ability to be more successful in dealing with one environmental demands. So like you know when you join organizations there are various people in our organization you have never met before and different people have different expectations.

So how you are fulfilling that demands will decide your survival in that organization otherwise as a member of this group you will be feeling. So that is where exactly Baron's insist that an emotional intelligent person he quickly reach out the environmental clues. He quickly reaches

out the behavioral pattern of his surroundings his colleagues his ten members etc., easily and accordingly he copes with the situations and fulfills the demands of others.

**(Refer Slide Time: 07:17)**



So if you look at the ability model there are Mayer and Salovey they emphasizes four important branches of emotional intelligence to begin with the first one emotional, identification, perception and expressions. So it it levels to the ability to perceive and identify and emotions emphases tone of voice body language.

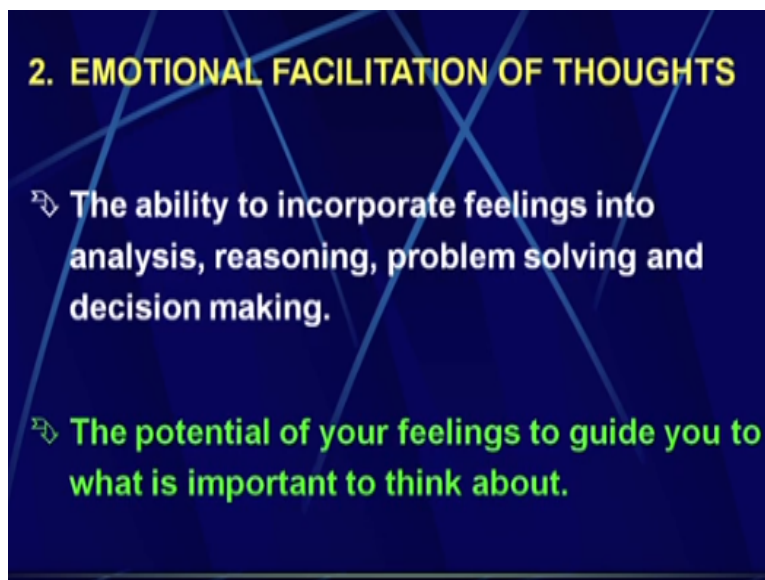
You know somebody is shouting at you are you getting a message on that, somebody is not shouting but coolly is showing very emotionally angry face. You know just like now days you know in whats app you know instead of communicating verbal languages they are switching over to different pictures. Pictorial model, special expressions you know that that communicates all messages whether you are emotional compatible with the message or not.

The next is capacity for self-awareness how competent you are understanding emotional vocabulary or emotional words used by your counterpart that will also decide. Say for example being a hour of you own feelings as they are occurring many times you know we are not comfortable in order to make others happy we say no I am ok no you should not you should express that you are discomfort if you are really experiencing discomfort.

Maybe not in that exact time if the situations demand you can stay pause for the while and you can convey it in your leisure time. But you should express holding it holding you discomfort may create emotional (()) (08:56) within a person say for example like that capacity for emotional literacy being able to label specific feelings in yourself and others being able to discuss emotions and communicate clearly and directly.

You know most of the time we have seen a in our daily interactions what happens many conflict arises out of misunderstanding people say that is not my intention. By mistake I have expressed that so what is that by mistake no that is not actually by mistake, that has been communicated because you are running out of exact words it is a vocabulary that is what we call hmm emotional vocabulary. So a person need to be emotionally intelligent also need to be good in emotional vocabulary to express is feelings is he a perceptions to other persons.

**(Refer Slide Time: 09:54)**



The second characteristic is that emotional facilities of thoughts can emotion facilitates our thought? Because we often say that emotion always spoils our thinking that is not correct emotion can facilitate if you are in good mood you can stretch out our intelligence you can help people but if you in angry mood no I do not have time I am going.

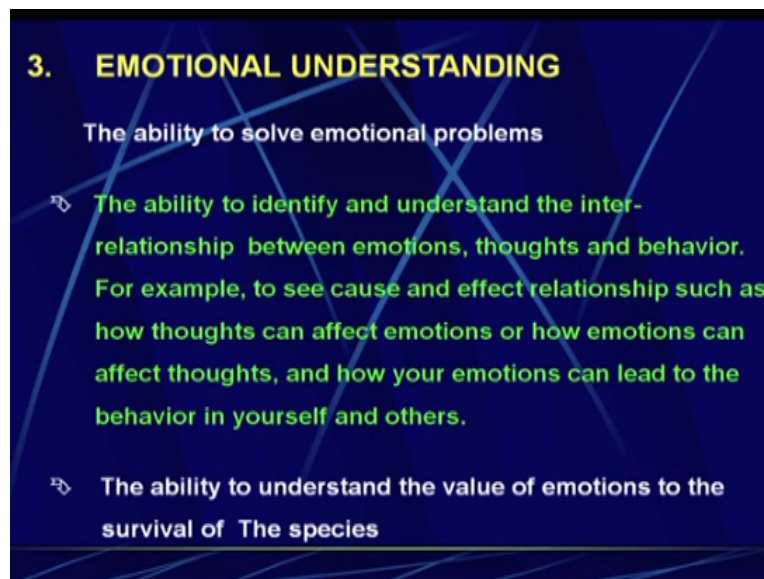
So that is the power of emotion but the ability to incorporate feelings into analysis, reasoning, problem-solving and decision-making. Many times suddenly the change from angry behavior to

very normal behavior suddenly they realize oh my god. What did I do is a poor fellow why should I show my anger on him say like example suppose you are of you chamber when you move towards the road suddenly you will find ha a beggar is sitting over there begging for a five rupee or ten rupees.

But suddenly you realize you know you are a professional you should not help the beggars whether beggar is a social manners. That does not fulfill though one side is you logic but when you just pass through him one step ahead of him then you suddenly look back him of mu god what did I do I should have treated this poor fellow like this then you come back and drop a coin on his bowl.

So this is how we change our prospective when you bring little bit of analysis, reasoning and problem solving to our decision making process and that is where we are facilitating our thought process which is emotionally loaded and we often we call him as irrational.

**(Refer Slide Time: 11:40)**



Then the third characteristics are called emotional understanding one's ability to solve emotional problems. There are people they easily solve emotional problems while others struggle a lot. People those who are able to identify and understand the interrelationship between emotion thoughts and behavior say for examples like today morning you got up and suddenly you feel

that little bit of headache and you do not want to compromise you with the headache you decided suddenly ok I will not go to class today.

I will boycott all classes you will ask you friend to help you to do proxy in your class attendance see a little bit of mood swing is changing the whole prospective for the day that is the power of emotions but the moment you realize is that no if I do not attend the class once a day I will be losing my attendance, other side I will be losing my academics what will be taught in the class may not be known to me for next couple of days.


So it is a irreparable loss that is happening to you just for the sake of a mood change then suddenly your prospective changes irrespective of all the pain of headache then you start getting ready for your class that is how emotion a feeling that influence your perception and changes your thought.

So your feeling leading to thoughts bringing change and acting on that thought process is resulting in your behavior and this is how the emotional understanding brings the inter connection between emotion, thought and behavior. If you are feeling happy it is extending helping behavior if you are feeling an angry and tension strain then you feel not to help others you feel as if the whole world is against you. So that is how emotion is shaping our behavior.

**(Refer Slide Time: 13:44)**

**4. EMOTIONAL MANAGEMENT**

- ↻ The ability to take responsibility for one's own emotions and happiness
- ↻ The ability to turn negative emotions into positive learning and growing opportunities
- ↻ The ability to help others identify and benefit from their emotions





This is also one of the important way many times you will behave professionally emotionally very hard for professional bringing all emotion with logic listening to our arguments.

May times what happens you just enjoy the moment and then forget many people they do not celebrate their own birthday but they wish to be part of others birthday. Why how many of us we plan to celebrate our birthday six months before one year before. The way you prepare or get prepare for very important entrance examinations like you know.

Now a days these kids from tenth class onwards some of them are starting (()) (14:33) preparations from seventh standard onwards those who are preparing from civil services in India. You have you may not seen I have seen from tenth class people starting their preparation for civil services putting all the troubles to their mind but nobody try to remember the good moment of their lives.

So that is where positive psychology is emerging, we always utilized our mental energies to cope with adversity. We never utilized our mental energy for enjoyment, for good prospectus, for flourishing that is where we negatively utilized human energy most of the time. But if you celebrate your happy moments say for examples your birthdays say for examples so how long you hold that momentum.

Today is your birthday you go invite some friends go to hotel you have a cake then you order for dinner, music, dance, and next morning you forgot everything do derive any positive things out of those celebration that could facilitate your next couple of days no not but if you have a fought you have a fight with your friend how long it lacks it lack for days month years.

So that is why if you do not manage the positive moments of your life what you call the loadings of positive emotions you cannot derive happiness and health your life full of stress and strength. So even some point of time Tendulkar said that it is very difficult to manage and happiness in human life.

I am out of this old friend Tendulkar's old friend you know Vinod Kamble the whole world knows even India was highly excited about both of them who successively I think broken all records before during their domestic matches and they enter into Indian team at the same time. But there after you just look who is where Tendulkar become the god of cricket and Kamble could not find a place in Indian team.

People often observe him somewhere he is in some reality show somewhere giving interview to media persons in such an awkward way he becomes a you know next day breaking news. So you know what am trying to say that suppose you are over out of over happiness. People do this that and that does not take them forward that ruin their images. So that is why emotional management is the topic toughest job in this world. The ability to take responsibility for one's own emotions and happiness many times you know we keep on blaming others.

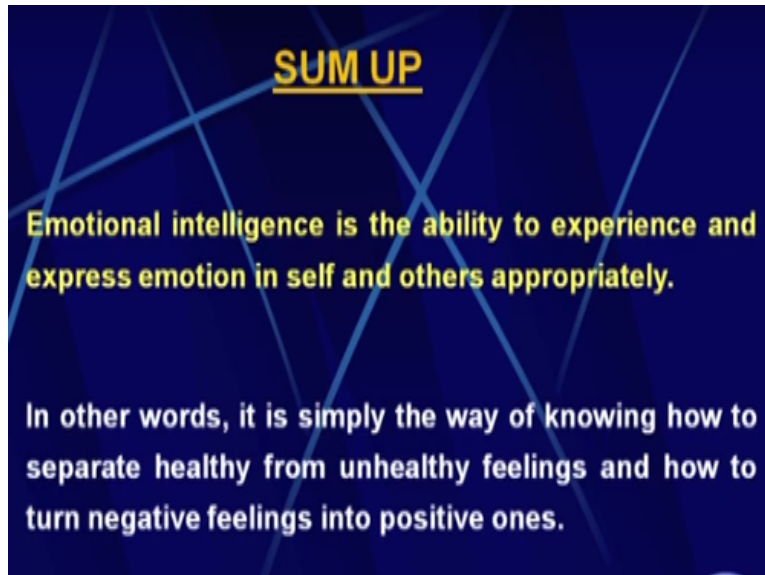
No, I failed in this project because I could not get support from my team but if you succeed you take all the credit you say it all happened because of me it should not be so one side. If I keeps an happening it that will demoralize your team group so ability to turn negative emotions into positive learning and growth and opportunity is also equally important it is not that people only suffers from bad times. There are lot many things you need to learn from your failure so that is why people often say that failure is the pillar of success.

You know some people said that this Right Brothers they do not they known for this Aero plane yes you know before coming up with full model they experimented with many other models and they failed. Some people when ask it don't feel frustration out of this that you have been trying and trying but failing then this they said that you know at least we known that there are fifty ways of not doing this successful.

So it is not wastage of time it is also a thoughtful learning from our mistakes will not repeat that again and that is also how human life goes on. The ability to learn from past mistakes, and how quickly you can come out of adversity, because that is not end of life because the sorrow and happiness these are they just thus two sides of same coin this are coming and going. Nobody is permanent in this world one has to keep on moving and that is how you need to turn your

negative things to perceive one and that is how emotional intelligence create scope for positive learning and growth on.

**(Refer Slide Time: 19:53)**



To sum up emotional intelligence is the ability to experience and express emotions in self and others appropriately in other words it is simply the way knowing how to separate healthy from (( )) (20:09) feelings and how to turn negative feelings into positive one. Let us have a small exercise where you will see how quickly we or how quickly how appropriately and accurately identify out emotions in our daily life that would facilitate the understanding of human emotions.

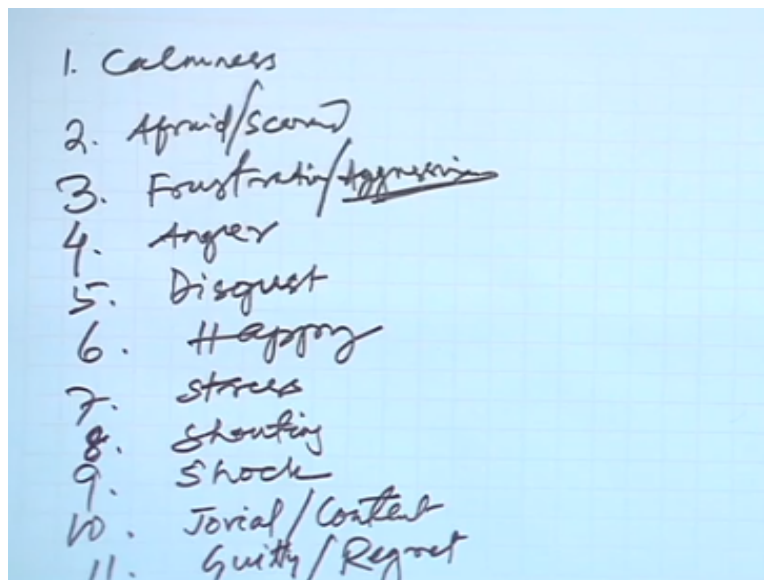
**(Refer Slide Time: 20:37)**



Well these are the couple of you know complex pictures the with full of complexities black and white pictures it has been drawn on black and white because intentionally not to be any clear projection of the particular emotions because human emotions are so complex very difficult to understand them and judge them so that is why I used to often asked the participants what kind of emotion does this figure display?

Some people use to say silent, some people use to say tense and we are surprised also some students say that full of tense tension and anxiety. But if you look at all the facial expressions in details eyes, nose, lips and the entire face you will find that it shows a very calm and confused face. So most of the participants they evaluated as calmness right and if you go to the next one what will be the next what kind of emotion it is? Yes first of all is it a positive emotion or negative emotion okay that much is correct so far.

**(Refer Slide Time: 22:02)**



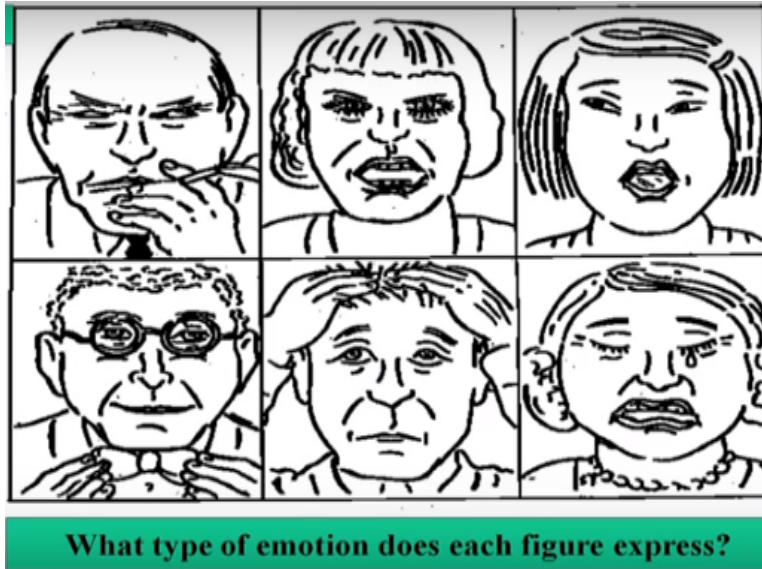
So if it is negative emotion then what kind of negative emotion would you be yes yeah scared is there okay scare some people say surprise, some people say afraid, some people say. So what be the correct answer so if you look at the eyebrows, eyes and lips so more or less it seems to be afraid scared or afraid you can say.

What could be the next emotions a little bit in high level of expression in negative directions you look at the third one am talking about this what kind of emotion is what kind of does this figure

display is it surprised or little more than that yes the person seems to be bit frustrated is a. So most of the participants also talk about this is a frustration or aggression, but aggression is behavior so that is why we do not take it as that but it is a sign of frustration.

You know if you look at the number four what would be the correct emotion it is a very clear sign of expression of anger. If you look at the fifth one so how do you know that disguise disgusting nose, eyes, lips these are three important markers of identifying this emotional reactions. If you go forward you look at the person is seems to be happy go lucky is not it. So happy if you move forward you will find some more pictures.

**(Refer Slide Time: 25:35)**



Yeah number seven can you identify it a rig right kind of emotion yes many people often you know interpret in terms of thinking but we are not interested in thinking we are interested in feeling. So most of the participants have not seen evaluating it as stress you know why it is stress you know heavily closed now no this seems to be literally excited and person is smoking too much so we often see that people those were stressed they drink a lot they smoke a lot.

So that is why we label it as severe stress if you look at the number eight so what is it? So first of this is a gentle man or gentle lady so expression of lady is what quite angry she is quite angry. You know in fact she is shouting she mouth is wide open with a very angry face so some most of

the participants say shouting. Number nine so you can you can guess it only from his mouth so most of the cases we have seen it is a shock.

If we move forward look at the ten numbers ten what type of emotion is? The person is very confident outgoing you know there is such seems to be very successful he has content you say. We call it as jovial or content number eleven you know as if the whole world is lost. So what could be the accurate emotion it is yes it is completely sad so what is that he has done something oh my god what did I do hmmm it could be considered as guilty regret.

What is the last one? Number twelve cry simple crying thank you very much so these are some of the basic emotions we try to identify and give an impression to people that what is there current status of assessment of human emotions will come back and take it forward from here thank you.