

Emotional Intelligence
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Module No # 3
Lecture No # 11
Measurement of EI

Welcome back let see some more that depicts different emotions in different situations of human life that will give us a more clear idea about the presence of emotional intelligence. So what is happening exactly in these picture children's who are not accepted by classmates are up to eight times more likely to be drop out. So this is this is the situation that shows that you know three children's are working together they are playing together and one boy is isolated that that is the sign of deficient of interpersonal skills.

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What type of emotion does each figure express?

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Children who are not accepted by classmates are up to eight times more likely to drop out.

So that needs to be built among students and at least the school level or family level.

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In the Corporate World, Personnel Executives Say ; IQ Gets You Hired, But EQ gets you promoted.

So what does this picture they speak all about yeah the person is very eloquent jovial confidence expressive you know people often say these are the skills required for effectively the same. So these is a popular slogan now a days in corporate sectors in the corporate world personal executive says that IQ gets you higher and it will get you promoted. So it is EQ that plays a very major role to reach out the ladder of one's success in life.

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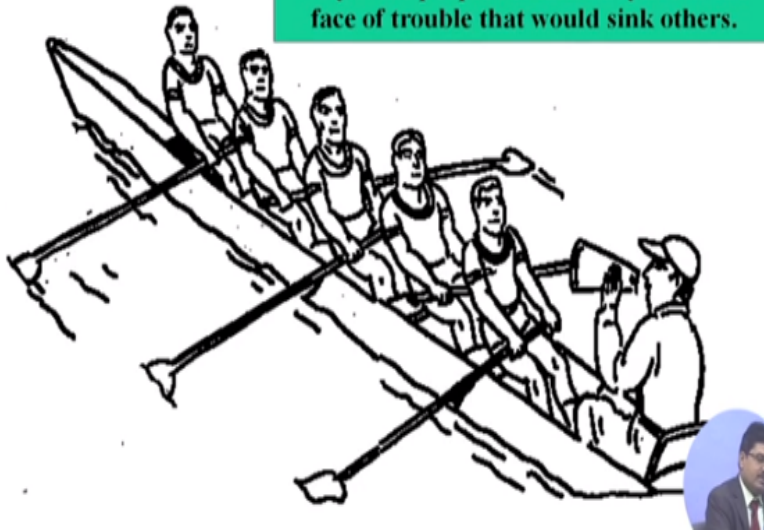
**Some EQ is Innate:
Infants as young as three months show empathy.**

So we have some more interesting situations that show the presence of emotional intelligence in our private life. So what this picture depicts all about. So this is the picture of a mother and a small kid you know so when the mother extends her arm towards the kid equally reciprocate the same by giving a smile.

So what does it reflect it says that some EQ in it like IQ in front as young as three months so empathy. So therefore am reminded of one popular phrase in psychology that I think is the famous psychologist Alfred Binet said that mind is not a black slate it is Benet said do not remember exactly that some psychologist said that mind is not a black slate that you can write everything on it. So the idea highlighting that that no man is empty as far as EQ is concerned from this birth.

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Why some people remain buoyant in the face of trouble that would sink others.



So everybody born with some sort of EQ that is in her EQ so there are certain software there are already preprogrammed in your mind and heart that that regulate our human emotions in our everyday appears taking it further so what is happening here a group of people's say boat race is not it a leader is sitting at the front on the driver seat.

So you can say it is a team work he can say it is an example of leadership you can say it is an of one man commander is not it. So some people say it depends on all I would say that it depends on only commander and control of one person who is sitting at the front it depends if the person knows who is fit for what you will be driving on the left side, how many will be on the right side.

So that the balance is maintained so it shows that why some people remain buoyant in the face of trouble that would sink others that optimal performance is required that shows the importance of IQ. People with high IQ are well balanced with exact communication commitment and balance that is required for team efforts.

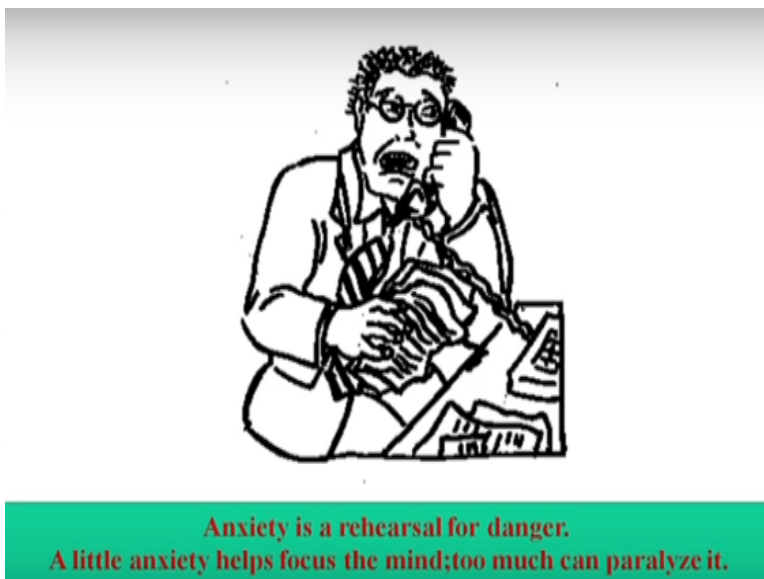
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So what is it happening here very often people perceive it negatively some people immediately say this is a kind of cheating but exactly it is not.

A group of friends working together on the street it not it why cannot it be a reflection of their interpersonal relations. Why cannot it is a reflection of good friendship is not it but the kind of social travel that still exists in our kind and in our society that levels our social perception or emotional perceptions. So it may be like trust is mutual hum Saath saath hai right so that that breaks the barrier of our negative perception about human relations.

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But if you look at these situations what is happening here this is very wonderful so these are some of the pictures that depict human emotions. Some are very violent, some are very silent but some are very silently killing the mind anxiety yourself for danger a little anxiety help us focus the mind too much can paralyze the pictures depicts as if the person is receiving some sort of tension message and it creates all around fire in his mind.

And if it seems it if it continues for a little bit more maybe the person will be victim of some sort of you know cognitive paralysis the person may experience cardiac arrest may experience heart attack. So if person does not control his emotions say whether it is an anxiety or stress or tension that may not facilitate further activities.

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“Deficient Emotional skills may be the reason that more than half of marriages end in divorce”

This is everyday affairs that happen in our daily life say two couples sitting in the early morning having a cup of tea on the tea table. The husband is reading newspaper wife is saying something is not it so who is controlling whom the wife seems to be more excited than the husband. So one is talking too much another is too less. So maybe he is listening but without any care and concern. So what I am trying to say they are concern empathy sympathizes very important attributes of human life that controls our private and professional relationship.

If this person does not listen or does not pay attention any more there could be more violence, there could be more aggression is not it. So here we see that ok the newspaper is maintaining the

balance, no the newspaper is creating more problems because it is obstructing the communication the expression of lady what you see trying to project ourselves to him. So the moment the newspaper is removed there may be any kind of physical aggression also.

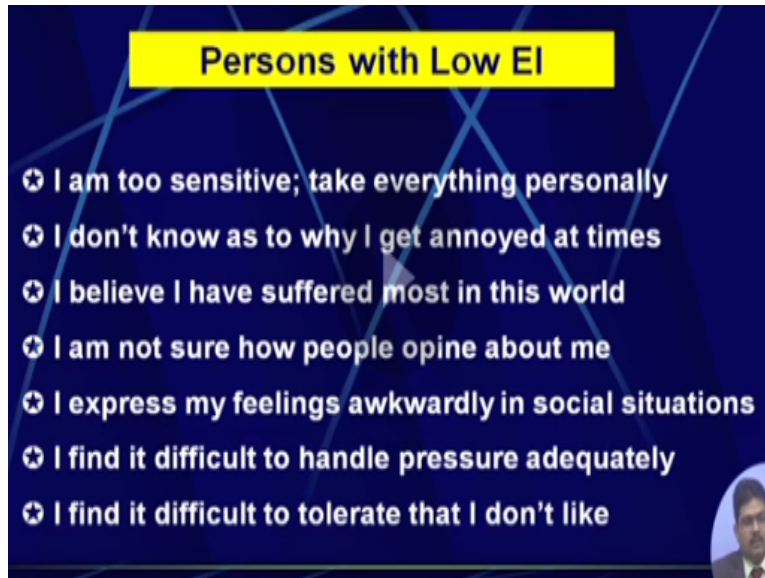
So better to remove the newspaper and engage in conversation but the husband say oh my god it happens every day morning am habituated with but by saying that where the person is creating more trouble for himself. So what could be the better way of doing it or dealing with the situations let us see what will it happen if it continues deficient emotional skills may be the reason that more than half of the marriages end in divorce.

And now a day in modern life it is becoming more and more in the sense where couples are meeting for days or even week husband is working in one shift, wife is working in another shift. They hardly get chance to interact with each other who are the biggest sufferer children's are the biggest sufferer. So their even you know some other say I was looking for a car when I for accident on my leg and by you by lot effort I catch hold of one driver.

So he is saying sir I am doing night shift in one of the travelers in Kharaghpur but I am getting hardly any time to see my kids face and I doubt that after some time my daughter started calling uncle instead of father. Because he hardly gets any time to see me and that is that is exactly what is happening in the modern life, we are so busy in our own activity we do not provide any care, concern, affection to each other.

And that is the biggest problem that is you know say you know battering our relationship so these are some of the situations that I wanted to project here that will highlight the basics of our emotional relationship that if that man is properly that will take you further and facilitate our life in general

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. So it is the time to examine what the characteristic are of people those who are low EI and those who are with high EI. So to begin with the first one I am too sensitive I take everything personally so these are people they are branded as emotional people. So emotional they are unable to regulate their emotions in the right way why a person will be too sensitive whatever it is happening in this world they attribute to tension.

Take everything personally no actually I am responsible for your sorrow I am responsible for your trouble and responsible what my children today they are I could not take of them no it is not you.

There are many other things happening in this, I am the most sorrow person in this world I am the most unhappy person in this world have you ever thought about those people who are living on the street, who are living on the platform, who are begging on the street, who do not have who are living in jungle without any dress also there are many tribes in India, who do not have food, cloth and shelter they are surviving only by the godly gifted things like.

You know in jungles whatever is available that is all only they called the natural habitats and we are living on the 21st century but why the person will say the moment you say I am too sensitive and take everything personally that means you are unable to assess your own strength and weakness that is the sign of low level of emotional intelligence.

I do not know as to why I get annoyed at times annoyance what is causing you annoyed you are not of that means you are unable to evaluate your emotions actual emotions what is causing trouble for you what is facilitating for you are not of that is also a sign of low level of emotional intelligence many times you ask you know there are two cases that came to me maybe five years before that the one boy was continuing in the fourth year of architecture.

He came with lot of emotional disturbances then suddenly I asked what do you why you selected me no sir you are comparatively a young psychologist. So I thought I could express my feelings instead of going there are two three seniors psychologist available in our institute. So even people and even adult age students try to evaluate what is their comfort zone and the moment he got that comfort zone is clear removing all barriers he is able to express everything annoy with every open mind.

He said sir I am not a able to concentrate on studies for last couple of days the I asked what is the reason no sir actually I am in deep love with one girl of my batch but I have been watching her she is not paying any attention to me anymore and taking coffee in front of me with other boys. So would you call it a sign of emotional maturity would you call it a person's irrational relationship.

Then I asked him immediately then why do you think that it is a problem yes sir because the way she is avoiding is creating emotional pain within me I cannot take it any further then I suddenly asked where is the problem have you ever expressed the similar kind of that you have certain feelings about her no sir since last four years I am looking for a chance. So then I immediately (()) (15:00) this is one sided love affairs then I then I ask him why do not you express that you have certain feelings about her.

No sir this is exam time it may disturb her when you see this so you know what you say so positive about her welfare also is unable to think anything harm to her. So this is also a psychological symptoms developing within herself is fear of insecurity gradual growing within himself then he said why odd for you have come I have come here for assistance some help from

you that you please suggest me what shall I do under this condition I immediately said see I do not have any prior experience.

So I because I never indulge in this kind of activities that is one thing second thing I will only suggest you certain general interventions. So the first general intervention is in order to make her a good friend you start begin with releasing your tension let it go as it is so that that will help you to release your tension. Do not isolate much it would isolate much your deprecation will be more.

He said sir that is not possible for I am not able reason it out what gone wrong with her that she is doing so much isolation it may be she may not be thinking way that you are thinking and exactly came out of her discussion the I suggest him ok. If you are so much trouble and you want to make good friendship you want to make her realize that ok you have certain good relationship with her is admin and then you go and interact and try to share again cup of tea with her in front of her friends also.

No sir that is also not possible this is not ideal for me then I said ok there is one more situation one more suggestion I can recommend you go and have a cup of tea in front of other girl with other girl in front of her. So that was little bit a sort of joke but she said oh he said sir actually that is what trouble in my I am so much involved with the girl that I cannot even go for taking coffee then again I suggested I am ok there is no hardcore than no short cut way to success to your relationship.

Better you take a break go to your home spend some time with your family relax divert your attention from this. So that you will a break and when you come back maybe probably you will get to know how relationship goes on and thereafter that student never turn away again. So this is exactly shows how sensitive he is and how personally takes without any reason and logic and they get annoyed without any reasons.

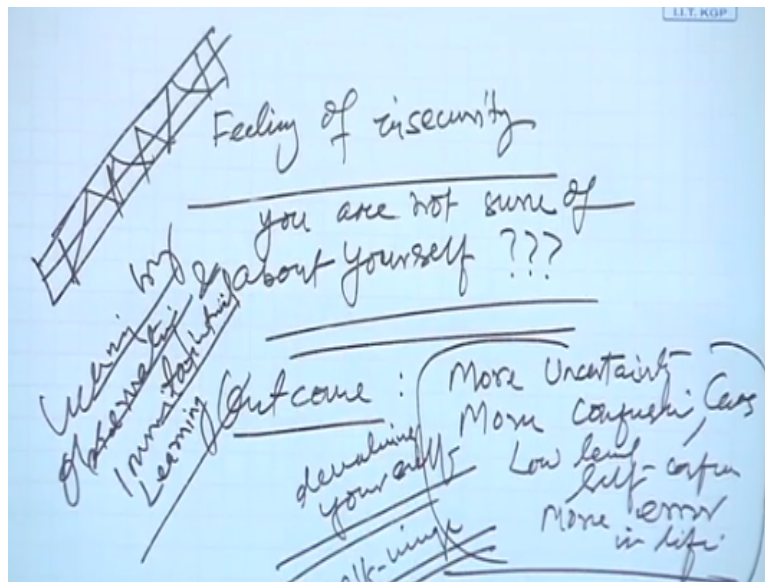
People many times you know people often say that we do not know something happens you know love and war all these things happens without any reasons no do it intentionally but

suddenly what if something goes wrong they say I do not know how it happened. So this is sure depiction of our low level of awareness about our strength and weaknesses. I am not sure how people are find about me so that means you are not able to change yourself you were suffering from low level of self-awareness and awareness of others.

So in here to have any kind of self-growth one needs to take feedback from other that is why you often say that feedback is always good for self-growth and development take feedback from your friends, take feedback from your parents, take feedback from your teachers. Many people talks many things they observe differently so when you are taking feedback from others, you are adding information to your existing profile.

So I believe I have suffered the most in this world no you are not the only person, I am not sure how people find about me is it necessary that people have. When you say I do not know how people are point about me. What you are expecting exactly? You are expecting that all people should have good opinion about yourself.

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Is it possible in this world? A person who is thinking like it that is here reflection of feeling of insecurity feeling of insecurity you are not sure of about yourself if there is a question mark to yourself what would be the outcome more on uncertainty more confusion caws low level of self-confidence you rely and that will result in more error in life.

When you are low level of self-confidence when you are devaluing yourself devaluing yourself by doing this what you are doing you are reducing your self-image. So that as a direct bears on your self-image. So that means am not sure how people fine about me is a sign of low level of emotional intelligence.

I express myself in front of coal in social situations people you will find you know suppose you have entered in to a five star hotel you have been invited suddenly you find people from across culture different culture Japanese, Chinese, with an Vietnamese, European-Americans varieties of foods are there. You never came across in your life time how you will manage, you do not know English but people are speaking so funny English you are unable to catch hold of them.

Pronunciation are different you are in a deep trouble, so that is how you are in an awkward situations. So can you manage a situation or trouble yourself and come back with a very tragic experience. People who are unsure about themselves unable manage feelings of others.

Very rigid cognitively very rigid they are likely to suffer those are sign of low level of emotional intelligence. So can we manage this is kind of social situations where you have a multicultural diverse parties taking place. You never know you never had the experience of using spoon eating foods but suddenly finding their Chinese foods are there you need to talk help of forks and other helping instruments. How could one manage is under this kind of situation that he or she have never experienced before.

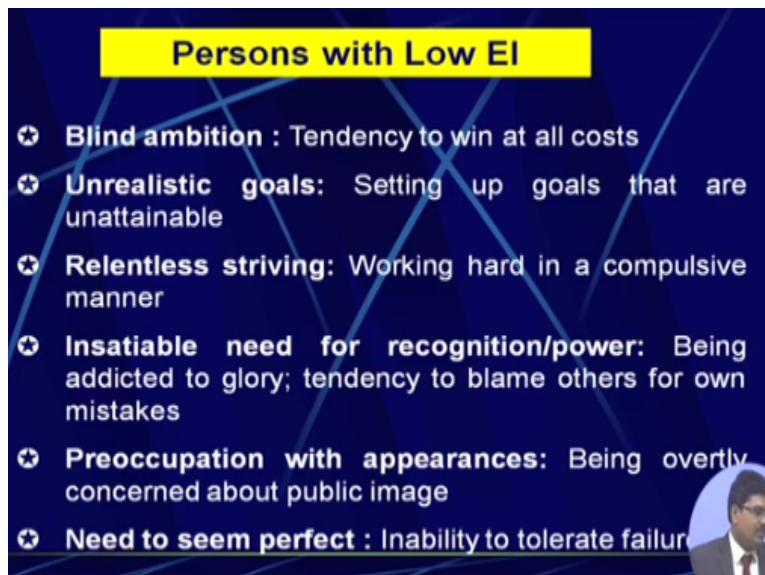
Is it possible? The best way is the wet and the watch observation no that is why psychologist say leaning by observation and imitation learning by observation and imitational learning. This is how the they can pick up and manage situations I find it difficult to handle pressure adequately this is also another sign one has to understand emotional intelligent people see sorry they caught their cloth according to the coat what does it mean you should know what is your limit.

You should know how to analyze? How to understand? How to adjust? Most of the stress are created by individual not by organization. You must learn to say no when you are not

comfortable you should not say worst is always right the moment you accept worst is always right, you are inviting problem for yourself.

I find it difficult to tolerate that I do not like no problem the moment you say it is difficult to tolerate that I do not like you are in trouble there will be many other things in your life cannot tolerate but you have to live with that because many things happened not because of you because of others. So you are living in this world because of others not because of you only. So this is there should be all integration between self and others more gap is there more misunderstanding is there that is how that is why these are called the characteristic of low level emotional intelligence

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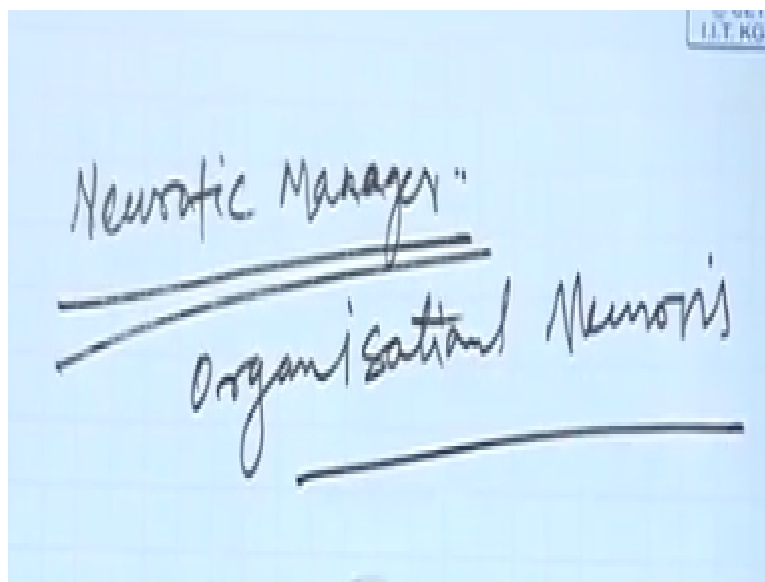
there are few more are here also blind ambition people overnight want to achieve milestone and Rome was not built in a day. You know this is very popular phrase Rome was not built in a day.

How can you achieve everything? Tendency to win at all cost I want to be winner, I want to be topper of this batch but you do not attend class regularly how can you be the topper of the batch? So that goal if you have already fixed then what will do when you said tendency to win at all cost, you want to manipulate the situations and systems the same thing like the Italian player engaged in doing against the French team.

They said this is the best player of the wall if can channelize divert his attention in other directions then we will be able to set him out of the field say intentionally. So it was in the report in newspaper I came to know that they intentionally provoked bypassing racial comments against the origin of mother or something like that. That provoked intense emotion within Jedan as a result he created very unwanted incident on the field which held him who he is thrown him out of the field.

So that is why people those who are having blind ambition in life can hardly win in their life can hardly succeed in their life that is why you call it person with low level of fear. Unrealistic goals setting of goals that are unattainable there is a concept called you know neurotic manager in clinical psychology people often do research on neurosis psychosis?

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You know a concept very widely applicable in organizational contest called the neurotic manager. We will discuss in details about what is this neurotic manager in the context of neurotic organizational neurosis. We call it organizational neurosis thank you.