

Emotional Intelligence
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Lecture No # 14
EQ and Empathy

Well there are many other topics has been by Indian Psychologist for example applying emotional intelligence in organizational context starting from comparing the impact of emotional intelligence on self-management and impression management behavior. This was this research is carried out by one of the leading young psychologist Professor RKJ (()) (00:44) MDI Gurgaon Management Development Institute who is highly experienced cross culturally exposed and internationally well-travelled.

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He has very beautifully examined the relationship between emotional intelligence how people having high level of emotional intelligence will be better in their self-management and impression management. Then there is a very another important topic has be search by professor Pooja purang from IIT Bombay. Who actually tries to bring out the role of emotional labor in Indian BPO Sectors emotional labor is a concept closely associated with emotional intelligence.

So how people experience emotions just for the sake of their jobs and get affected by various psychological symptoms and if emotional intelligence is developed within them how that thing can be covered or can be managed effectively. So that is where professor Purang tries to highlight managing emotional labor to emotional intelligence.

The number tenth article highlights the emotional competencies and charismatic leadership behavior this topic was well research by myself and my colleague at Defense institute this psychological research Dr. Nitish Kumar and Soumi Aswathy. In this article we tried to examine the influence of emotional competencies and in charismatic leadership and how different EQ competencies are associated with charismatic leadership behavior.

Then there is another important article related to emotional intelligence having searched by Indian psychologist at IIT Delhi by professor Amulya Khurana and our student professor Khurna tries to bring out along with their students the interrelationship between organization roles stress and emotional intelligence among paramilitary forces.

If the paramilitary forces are encountered by repeated job stress how that can be managed effectively by the help of human intelligence that is the highlight of professor Kurana's researches on emotional intelligence there after Professor Sanjay Kumar Singh who is at currently working as professor Ahmedabad University in the college of business Administration.

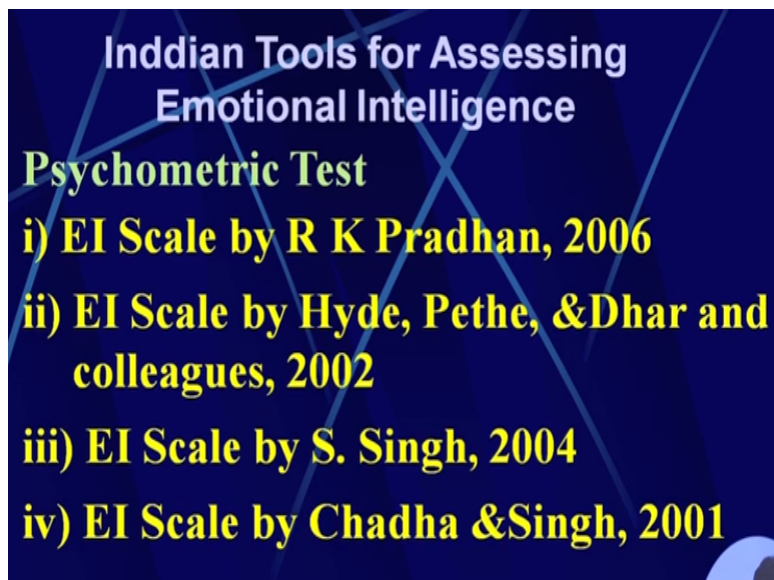
Professor Singh tries to elaborate on leadership excellence through emotional intelligence how emotional intelligence is contribute at achieve excellence in one's leadership. then thereafter very wonderful research work has been carried out by professor Purnima Mathur and one of our colleague at Delhi University Ramakrishna Biswal who is currently a faculty at National Institute of Technology Rourkela both of try to correlate between emotional competencies and employee empowerment.

Then main focus of their approach was how employee can empowered through enhancement of various emotional competencies and at the last but not the least very beautifully outlined by

Professor Purnima Mathur from IIT Delhi. Focusing on how we can make organization emotional intelligence. So that they can be high performing organization.

Where employee can show their optimum performance and leaders can excel in their relative fields. So this are some of the important areas where Indian Psychologist can tried to project highlighting the their respective research on emotional intelligence let me bring out some of the test that has been used by researchers in a nutshell.

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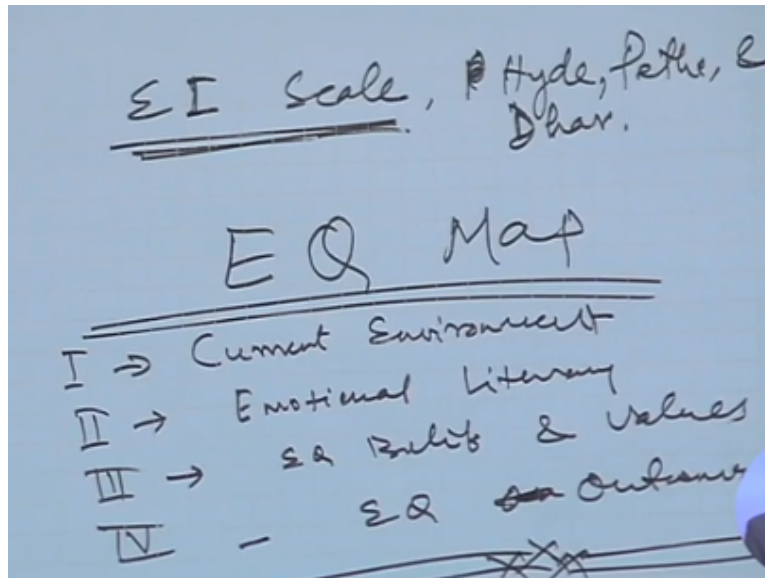


One such EI scale was developed by R.K.Pradhan myself when I was working at Defense Institute of psychological research. We have developed a large number of batteries psychological test like intelligence test, Aptitude test batteries then personality test, leadership test one such test was also developed for arm forces that is called emotional intelligence scale. Where we have tried to identify more than twenty thirty competencies required for arm force personal to be effective on their roles under emotionally loaded situations.

And finally we ended up with eleven such factors probably that could be the important factors covering the whole frame of defense personality. In this paper works also presented myself in the international that was conducted by Greece psychological association in the year two thousand

six. However the details of the test are unavailable to the commercial markets of the outside world as it was developed giving the need of the defense itself so that that is the series of the test.

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However many of the test as come up thereafter in India say for example once such tool was developed by EI scale EI scale by Hyde, Pethe and Dhar. So professor Dhar was director at Indore Management Institute and Research, Indore. And thereafter he has travelled all over on different administrative and academic assignments.

All over India well known psychologist management expert in India they have identified more than eight EQ factors in the EI scales which they thought that measures the domain of emotional intelligence. Thereafter based on Goleman's model professor Shylaendra Singh from IIM Lucknow, they development one emotional intelligence test measuring a number of emotional competencies.

This this article was published in psychological studies in the two thousand four on a special use of emotional intelligence then the fourth scale was the available in famous widely known in India published by Sheth Publications. This book was written by Mr.singh and the scale was developed by Professor Chedha Delhi University.

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Psychometric Test

i) EI Scale by Sibia, Mishra, & Srivastava, 2005

ii) EI Scale by Bhattacharya et al, 2004

**iii) Indian Adaptation of MSCEI scale
By Schutte et al., 2000**

The scale measures three important dimensions of emotional intelligence and the test is available with the book that is known as emotional intelligence at work published by Sheths Sage India there are few more psychometric test are available however if group of psychologist at NCERT National Council of Education Research and Training in Delhi.

They also tried to measure emotional intelligence of Indian populations by following the Mayor and Salovey approaches. However in the year two thousand five they tried to measure various facets of emotional intelligence following the ability measurement prospective. Then one more test was tried out by Bhattacharya and his colleagues in the year two thousand fourteen in fact this is just like adaptation of certain EQ items that are available in different scientific sources journals, Magazines e-searches.

Bhattacharya and this colleagues team they collected few emotional items and they tried to study what is the factor emerging out of those items. So the paper they published in the psychological studies was the factor structure of emotional intelligence. In India and they have identified around five to ten important factors of emotional intelligence.

Another important tool widely used across the globe was called Mayor and Salovey so emotional intelligence test this test was also tried out by Thingujam and his Colleagues in India Thingujam and Ramnath from Pune University and they published the article in the year two thousand and

they found that the same test is quite applicable for Indian population and can be used for scientific research.

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Fostering Emotional Intelligence

(A). EMOTIONAL LITERACY

Emotional literacy involves accurate appraisal and expression of emotions and development of emotional self-awareness. It refers to the ability of a person to recognize the consensually agreed upon emotional qualities of objects in the environment. It helps a person to develop a sound emotional vocabulary to recognize and understand the emotions in self and others.

1. EMOTIONAL SELF-AWARENESS
2. EMOTIONAL EXPRESSION
3. EMOTIONAL AWARENESS OF OTHERS

Well this is some of the tools that which just discussed for a measurement of emotional intelligence in India. Now the question arises can we force our emotional intelligence can emotional intelligence can be developed can it be trend, can it be taught to students if yes what the ways are and how? So one such way, is to enhance the emotional literacy of the target population.

Whom you identified to be developed emotional literacy is nothing but it refers to accurate appraisal and expression of emotions and development of emotional self-awareness. How to develop one's emotional self-awareness? It refers to the ability of the person to recognize the conceptually agreed of emotional qualities of objects in the environments. It helps a person to develop a sound emotional vocabulary to recognize and understand the emotions in self and others.

So we have certain general guidelines will be discussing about those how this emotional literacy could be developed among the general population also a just to facilitate their future developments this emotional literacy in fact consist of three important dimensions one is called emotional self-awareness emotional expressions and emotional awareness of others.

Emotional self-awareness it refers to how accurately you can evaluate your own perception of on time emotion suppose say for examples if I ask you how do you feel now. Are you able to assess yourself? And it also refers to see emotional self-awareness is important in terms of both emotional experience and emotional expressions. So that is why the second important dimension is called accurate emotional expression.

So the ways you are pursuing a particular kind of emotion at the moment are you able to level them exactly by expressing that is very important. The third dimension emotional awareness of others when you express certain emotions towards others is head towards anybody else in front of you. Are you really aware of what would be the impact on them? Many times what happen without caring about others we just react and there after we regret a lot, we feel guilty oh my god.

I should not have talked like this you must have bad impact on the persons so that is why we always advise as experts of emotions and emotion studies or emotional counseling. It is very important to tell your client are you students or a person a concerning emotional intelligence. You must think thrice before reacting that is how you take control of the expression of your emotion towards others and that is what exactly you talk about emotional awareness of others.

Looking at a person are you able to judge the kind of emotional expressions and its face whether the person is comfortable? The person in trouble the person is happy? The person is sorrow? This are the very essential things one need to understand as expert. If you can understand that then that is the sign of emotional literacy. So emotional literacy involves accurate appraisal expression of emotions and development of emotions is self-awareness.

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Exercise on Emotional Literacy

It refers to ability of the person to recognize constitutional agreed of emotions. So there is a small exercise we can take on here say for examples like ye once the tool is available.

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SECTION II EMOTIONAL LITERACY				
SCALE 4: EMOTIONAL SELF AWARENESS				
<i>For each item listed below, please indicate how well it describes the way you currently think or feel about yourself.</i>				
	Very well	Moderately well	A Little	Not at all
I can name my feelings	3	2	1	0
I've learned a lot about myself by listening to my feelings	3	2	2	0
I can tell when I am getting upset	3	2	1	0
When I am sad, I know the reason(s) why	3	2	1	0
I tend to judge myself by how I think others see me	0	1	2	3
I enjoy my emotional life	3	2	1	0
I can name my feelings	3	2	1	0
I've learned a lot about myself by listening to my feelings	3	2	2	0

In fact this test is taken from the book EI in Business Organizations by Cooper and Sawaf. Once such tools is known as EQ mapping this test is called EQ mapping or EQ map. So by this test there are four sections Section 1, 2, 3 and 4.

The section one talks about current environment current environment the second section deals with emotional literacy then third is EQ beliefs and values and EQ outcomes will be discussing

in details all about while doing the assessment of EQ will be discussing the entire range of emotional competency and its impact.

So this test in fact gives us awareness about what do you stand exactly on your emotional literacy to begin with the first scale is called emotional self-awareness these are some of the self-administer items are there. Say for example, each item listed below please indicate how well it described the way you currently think and feel about yourself.

Say each item you can rate on this four point scale like very well moderately well a little and not at all. Not at all is scored as zero, little is one, moderate is sorry moderately well is two and very well is three. So you can try at your end also and text of your label of emotional literacy at your end so why this is very easy because it is self-administrator test and I will tell you how to interpret your test at the end of this scale.

Say for example it is like I can name my feelings the first item I have learned a lot of lot about my selves by listening to my feelings. I can tell when I am getting upset, when I am sad I know the reason is why? I tend to judge my selves by how I think others see me. I enjoy my emotional life I can name my feelings I have learned a lot about myself by listening to my feelings. So this this are some of the items that (()) (18:35) about describes about how well you are aware about feelings.

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SCALE 4: EMOTIONAL SELF AWARENESS

For each item listed below, please indicate how well it describes the way you currently think or feel about yourself.

	Very well	Moderately well	A Little	Not at all
I can tell when I am getting upset	3	2	1	0
When I am sad, I know the reason(s) why	3	2	1	0
I tend to judge myself by how I think others see me	0	1	2	3
I enjoy my emotional life	3	2	1	0
People who show a lot of strong emotion scare me	0	1	2	3
I often wish I were someone else	0	1	2	3
I pay attention to my physical state to understand my feelings	3	2	1	0
I accept my feelings as my own	3	2	2	0

So when you go on scoring ask for their applicability do not manipulate response in if you want your self-development you must be honest with your response and do it accurately as honest as possible and it try to avoid ideal response. Do not say it should be ideally this or you are actually diluting your own assessment. So what is very important is that you should be very true to yourself in order to check out your own profile on emotional self-awareness.

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SECTION II EMOTIONAL LITERACY

SCALE 4: EMOTIONAL SELF AWARENESS

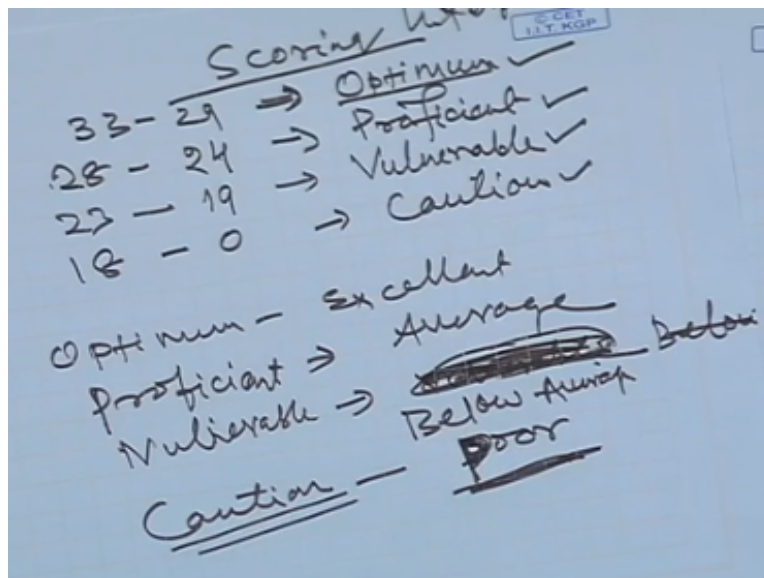
Please total the values.

Range
33-29
28-24
23-19
18-0

Well you may get a range of scores starting from zero to eighteen, Nineteen to twenty three, twenty four to twenty eight and twenty nine to thirty three. So what happens is if you get if your score is zero to eighteen then this is called caution. If your score pertains from nineteen to twenty

three this is called vulnerable then if your score is between twenty four to twenty eight, then you are proficient but if your score is in between twenty nine to thirty three then you are optimum.

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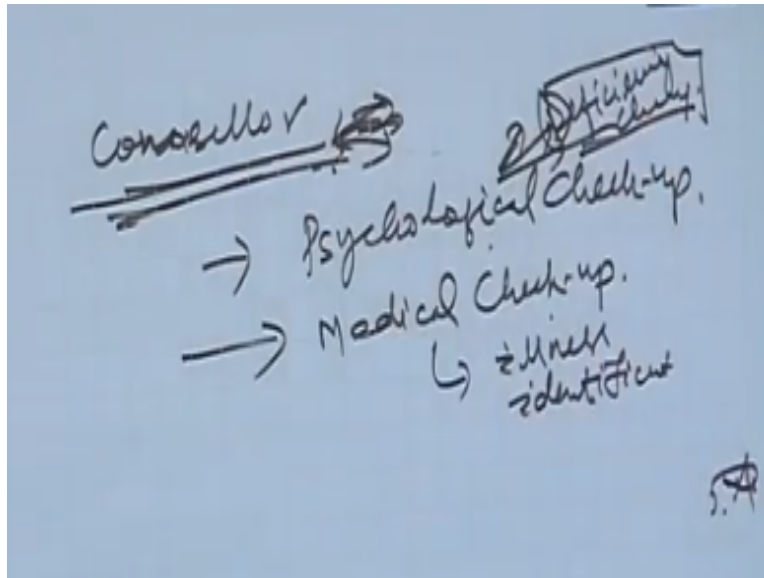


This is called the squaring interpretation so now the question is that what is optimum what is proficient what is vulnerable and what is caution? Optimum is there is a healthy development of these competencies within you that is called or in in general sense you can say the optimum is excellent. You have got a very excellent score on this that means your emotional literacy intact and you have realized the optimum level of growth in this.

Then if you are at proficient level then you are average on this scale and that is all still there is lot of scope for improvement enhancing emotional literacy. But if you fall in the third category what you call vulnerable so this is called below average you can say this is vulnerable that means this is called below average. You can be victim of any kind of emotional situation.

Then if it is a caution that means this is a very poor state of emotional literacy. So you need special attention for identifying your own emotions and others emotions. So you are in a very poor state of affairs for us emotional literacy is concerned. So you badly need of counseling if your scores on emotional intelligence on this are very poor.

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But people often say that I do not want to go to a counselor because going to a counselor is it is a taboo nowadays in society so people are very hesitant to go for any kind of advice or any kind of suggestions but which is very general phenomena in western countries even one can a normal person can go to a counselor for self-development. So there is nothing wrong to go to a psychologist or a psychological counselor for one's upliftment or for checking.

This is just like a psychological checkup like a medical checkup not for the only different between the psychological checkup and medical checkup is *that* medical checkup you for illness identification here you do not go for any illness. You go for deficiency checkup in which say for examples our personality it consists of many different dimensions like personality, coping, defense mechanism then we have social intelligence, cognitive intelligence, emotional intelligence there is no single person in the in this world available who will be will be high on all this dimension.

So this psychological checkup will show you whether say for example like coping what is your coping skills what is your personality type accordingly the counselor will advise you which one is good for you and if you develop you try develop improve up in those area your life will be smoother, happier and prosperous . So that is the main concern of psychological checkup or going to psychologist and advice but Unfortunately in India this has got a very bad concertize.

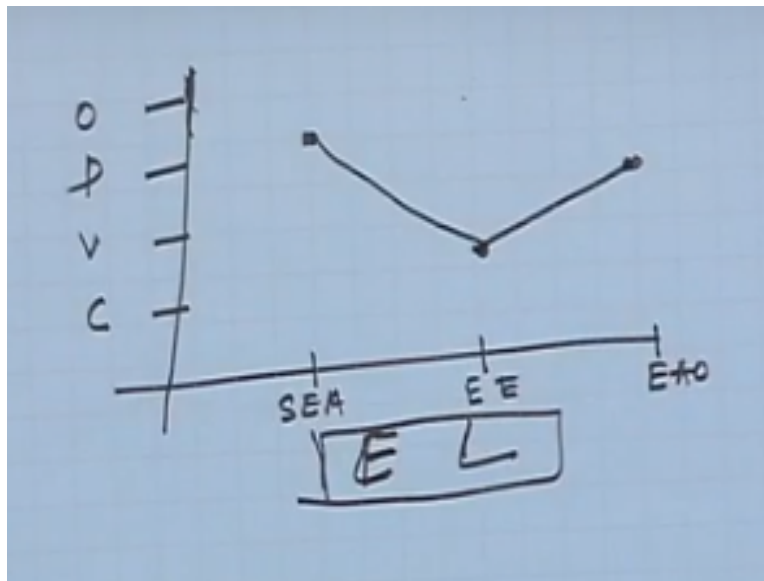
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SCALE 5: EMOTIONAL EXPRESSION

For each item listed below, please indicate how well it describes the way you currently think or feel about yourself.

	Very well	Moderately well	A Little	Not at all
I let other people know when they are doing a good job	3	2	1	0
I express my emotions even when they are negative	3	2	2	0
I let others know what I want and need	3	2	1	0
My closest friends would say I express my appreciation of them	3	2	1	0
I keep my feelings to myself	0	1	2	3
I let people know when uncomfortable feelings get in the way of our work	3	2	1	0
I have trouble reaching out to others when I need help	0	1	2	3
When interacting with others, I can sense how they are feeling	3	2	1	0
I would do anything to avoid looking foolish to my peers	0	1	2	3

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Now coming or going forward the second dimension what we call emotional expression so say for examples like there are three dimension of emotional literacy right. First is called emotional self-awareness emotional expression and emotional awareness of others. If you, put your score on this caution, vulnerable proficient and optimum ok.

This is optimum, proficient, and vulnerable and cautioner and this are the dimensions sometimes it is possible you may be high on this low on this and moderate on this. Sometimes this may be one person's graph will discuss about this why there existing gap among this three is it (())

(26:25) although they belong to one dimensions. Is it also possible that they may also vary on this three yes second dimension is called emotional expression.

What is this emotional expression? Let other people know when they are doing good job somebody has performed well you need to appraise them and that appraisal through giving a smile at the job good job done. Well done keep it up this kind of emotional expression will generate a lot of positive motivation will further create a (()) (27:06) in the mind of the person to work better or perform better.

Second is, I express my emotions even when they are negative yeah because this this this will give an impression towards others that he is not comfortable with your behavior. This is also equally important third is let others know what I want to know? What I want to need? You must also express in certain ways that what is the need of the hour? My closest friend would say I express my appreciation of them that is very nice.

When you close friend appreciates you about your behavior what you have done towards them that is very fine or he is aware of you that you always appreciates good works that means, you are expressing your perception emotional perception very well. I let people know when on comfortable feelings get in the way of our work. So this is also an indication that you are actually expressing the awkwardness also being experienced by towards others then I have trouble reaching to others when I need help.

I have trouble reaching out to others when I need help this is exactly a weakness of your emotional expression because you are unable to express. You feel hesitant so that is a sign of your weakness you are low of you score high on this then you are emotional expression is very high sorry very low. You know this is called as negative items this should be reverse this is reversely scored right because very is scored near as zero.

In case of I keep myself what is here happening when you say I keep my feelings myself that means you do not express what you experience this kind of people are called very reserved

people. So they do not express much about their emotions towards others will examine some more when we come back after the break thank you.