

Emotional Intelligence
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Module No # 5

Lecture No # 22

Evaluation of EQ for Students

Welcome back, and so, let us address general educational outcomes that we get out of Emotional Intelligence lessons. Say for examples emotional intelligence also enhances our writing skills, presentation skills, problem solving skills, our ethical behaviors, working in teams, having global perspectives, lifelong learning and appreciation for diversity and diverse perspectives. But, when you say that how, this writing skill develops. So, when you enhance our emotional intelligence developing one's writing skills.

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Emotional Intelligence in Higher Education

Address issues that connect with student success

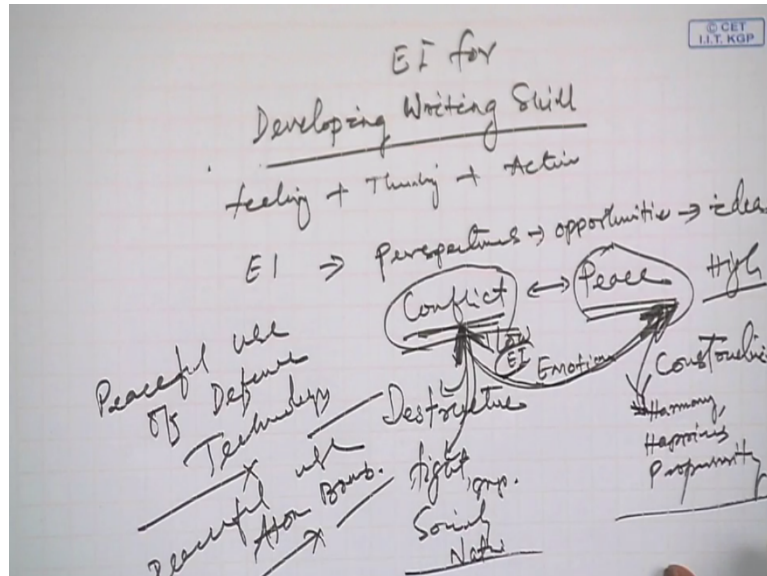
- Experiencing Stress
- Feeling overwhelmed
- Not getting along with others
- Giving up
- Engaging in destructive behaviors

Address General Education Outcomes

- Writing
- Presenting
- Problem Solving
- Ethical Behavior
- Working in Teams
- Having Global Perspectives
- Lifelong Learning
- Appreciation for Diversity and Diverse Perspectives



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EI for developing writing skill, how can we enhance the writing skill of our students? Say for examples we have examined the connection, interconnection between feelings, thinking and action. When you develop a good perspective, we have seen that emotional intelligence changes one perspective; these perspectives are converted into opportunities and ideas.

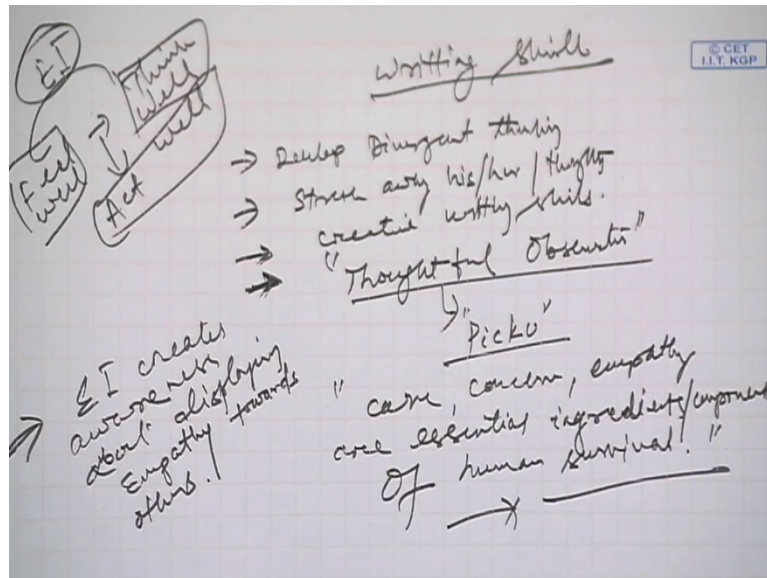
You know say for examples, conflict and peace, they are inter-related. Whether one should go for conflict or one should go for peace. So, then through emotional intelligence we analysis so both are the product of emotion. So one is destructive emotion, one is constructive, this is constructive and this is destructive. So when we try to teach this to our students the cost and benefit of each emotion or suppose and so they will very quickly realize the importance of peace.

So, peace will bring harmony. This will create fight between groups, society, Nation. This will create harmony, happiness, prosperity. So, there are many positive effects of peace, but if you look into there are many negative effects of conflicts. So when you train them to be emotional very cautious, very careful, very concern about others. So a person emotionally intelligence, this is high EI and this is low EI.

People often say that also, who are is very much important to establish peace like you know, I was reading newspaper just day before yesterday, in International defense exhibition was conducted by Pakistan in Lahore or Karachi I think any one of this place, where they were highlighting the peaceful use of defense technology similarly the peaceful use of Atom bomb.

Why people are creating Atom bomb or atomic weapons or missiles or etc., anything that creates threat for mankind? So, when you talk about the peaceful use of any technology that itself enhances the peaceful understanding of bringing prosperity for the growth and development of mankind. So, that is how when you change your perspective of understanding you will be able to explain your opinion, your energy.

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You are ideas which will help us to develop divergent thinking. And a person which capable of developing divergent thinking will be able to stress away his or her thoughts and that may lead to creative ideas, creative writing skills. Say for examples like, everybody cannot be a poet, everybody cannot be a writer they are because writing is such a skill that requires you know thoughtful observations.

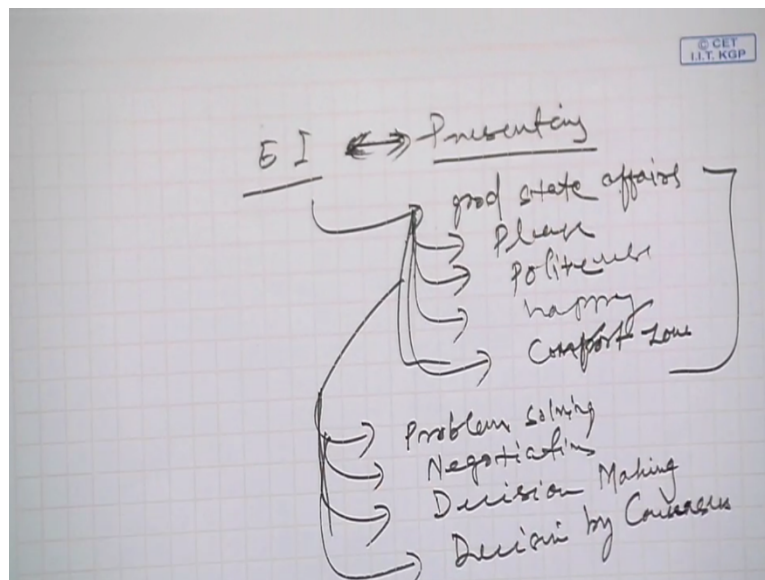
Recently, you know, one of the Bollywood director, the director of Piku who came and one of our students asked him Sir, what kind of skills is required to be a director? He said only one word thoughtful observation and in fact this is the only word that made the director to come up with a movie such as like Piku.

That whole story, the central theme of the story moves around the word that is constipation that begin the movie, the movie begins with constipation and ends with constipation but if you look at the entire episode what kind of message that it is explaining to the society, the care, concern of the closed one is very much essential for our survival. The care, concern, empathy are essential ingredients or components of human survival we need to understand each other.

We need to care for each other. Whether it is old person or young person everybody has to pass through that stage. So, it is not that somebody is in trouble and who should not pay attention that is where EI creates awareness about displaying empathy towards others. So this is how one can enhance the writing skills. When you feel well then you think well and that will leads to act well.

So, the whole perspective revolves around the concept of feeling what is called the regulation of our emotion is called emotional intelligence. So that is how it may enhance the writing skills, the presenting. How you want to present yourself? In a violent way or silent way, there is no shortcut.

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How EI enhances, what is the relation between EI and presenting things and presenting? How you want to present yourself, your views, your thoughts, your ideas towards others? This is the general nature of the mankind and every human being that will always try to project a good state of our affairs. So what is a good state of affairs? We want to please others polite, politeness, making others happy making the comfort zone for others. So you can freely interact with others so others do not hesitate.

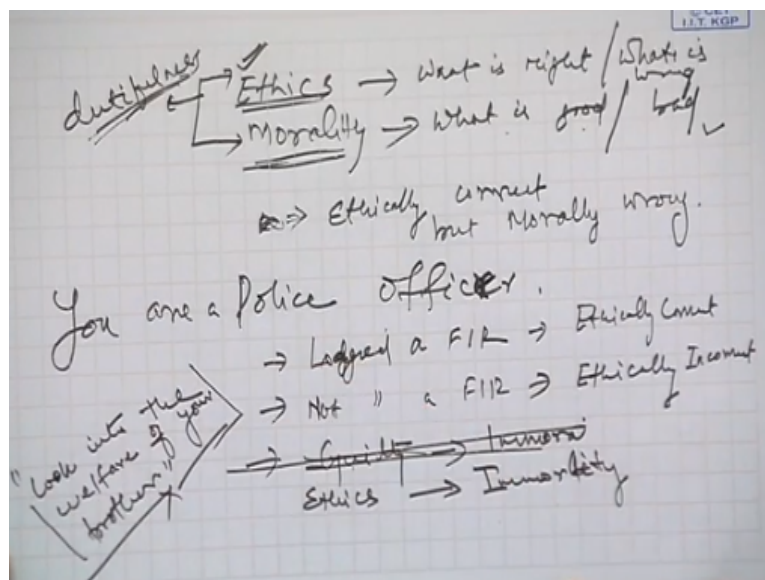
To interact with you this creates opportunity for, so when people are in a comfort zone, this creates opportunity for problem solving, negotiation, and also decision making. So, any decision taken in a hasty manner is likely to have negative consequences. Therefore,

whenever you are engaged in emotionally highly loaded situations never take any instant decisions. Try to understand it from multiple perspectives.

What could be the cost and benefit of the decision, where it will lead to you, where are you are going to end up? So, this kind of analysis when you make a thorough analysis about this that will maybe helpful to reach out consensual decisions, decision by consensus. Consensus does not mean only in a group, consensus also depends upon your own views when you are confronted with multiple ideas multiple alternatives of solutions.

How you are fighting with each other, and reaching out a best solution? So, these are the possible outcomes of high presented situations and then problem solving, then ethical behavior most of the times you know we are confronted with ethics and morality.

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When you talk about positive qualities that will nurture through emotional intelligence even some of the experts of emotional intelligence like (()) (05:43) Goleman, Baron's, Cooper and Sawaf who talk about outlook, reasoning, ethics, morality, reality at work place. So what does it mean so you talk about ethics, it is a biggest challenge of human behavior to display ethical behavior or moral behavior in right time, in right situation, in right context to right people, so, when you talk about ethics at the same time we talk about morality are the same or are they different.

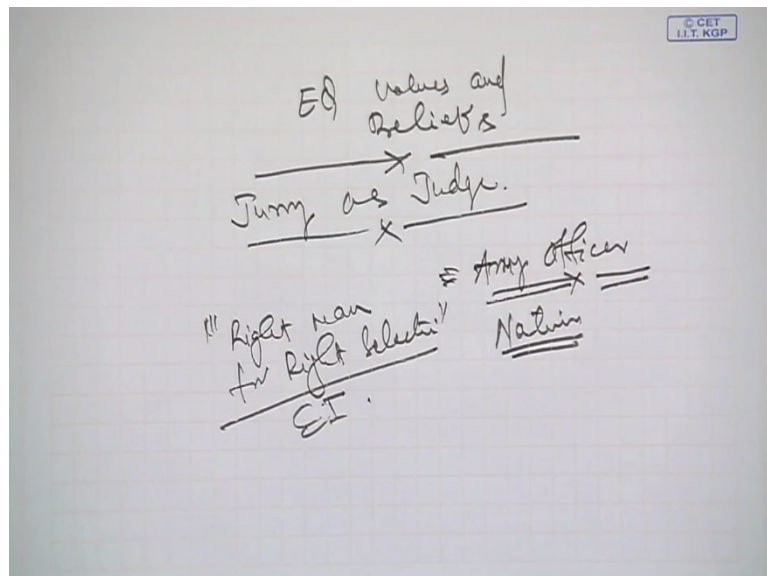
Ethics always focuses on what is right or what is wrong? While morality focuses on what is good or what is bad? Right but, let us have an example, say for you are police officer, one of

your brother has committed a crime. And, as a police officer you are hesitant, as a police officer you lodged a FIR against your brother. So this is what you call ethically correct. But, when you think that you are the brother of the same person who has committed a crime, you say no, not lodging FIR is ethically incorrect.

But because you are violating the principles of your duties. So your duty is making people, so ethics makes a person dutifulness. But sometimes the dutifulness may make you guilty, feeling of guilty. Guilty will lead to immorality sorry the expression of ethics may leads to immorality. Because your moral responsibility as a brother, immorality. Your moral responsibility as a brother is to look into the welfare of your brother.

This is where you are in a big difficult situation whether you have to practice ethics or your duties as a police officer or you will referent from discharging your duties saying that you have moral responsibility to take care of your brother. So this is how we are always confronted with conflict in demands of daily values that we practice in our lives.

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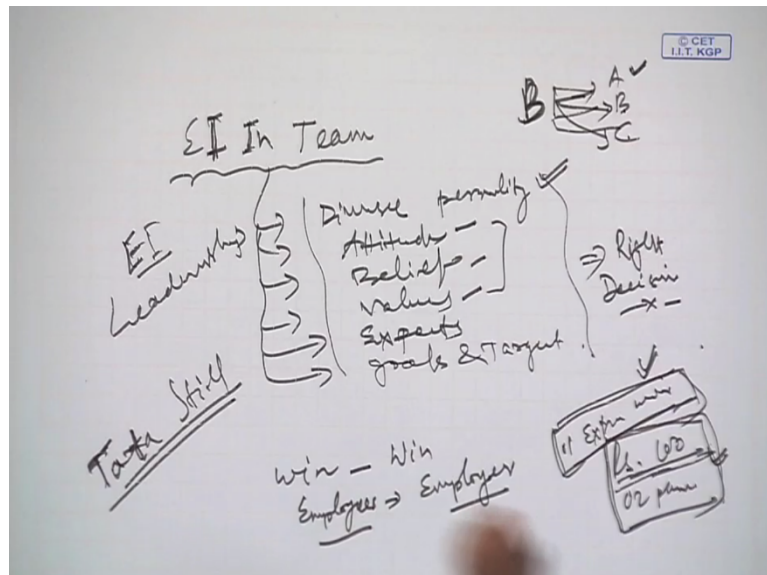
So that is why we discussed about EQ values and beliefs in the earlier class. How one needs to be very careful while practicing EQ beliefs and values. So, but emotional intelligence is such a skill, the moment you bring a little bit reasoning into your emotional over loaded situations, maybe you will find a better perspective to take a right decision. Say for example, suppose you are sitting in a jury as a judge so, you are selecting a person for in an army as officer.

Suddenly you find that one of your close relatives from your locality has appeared for the interview for the same job as army officer. But when you examine the qualities required for an army officer you find the person is much below to your expectations. But the moment you saw his face, you suddenly within yourself that this person is from my locality, I should be little liberal, I should help him out.

So, by bringing this kind of perspective to our mind for analysis is bringing biases in your judgments. So, then there after you suddenly think no he may be my closed one belonging to my one place or locality but I am selecting him for the nation, I cannot compromise with the qualities. So then you maybe in a, when you bringing little bit reasoning, I am selecting a person for the nation, I cannot compromise with national security by selecting a weak candidate.

Maybe there you can bring right man for the right selection, and this is where the perspectives that was brought by EI is very beneficial in problem solving in ethical behavior and there is another is what you call working in a team. Working in a team is very vital because a team is consists of multiple people, multiple attitude, perception, values, personality.

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So, when you talk about EI in team. This is what I usually find in my training programs starting from managers to academicians, NGO officers, defense personnel we have seen the difficulties that we face in a team. A team consists of a group of peoples. So, there is diverse

personality, different attitudes, beliefs, values, expectations, different goals and targets. Irrespective of all these diversities, how to reach a right decisions?

Very difficult, we struggle a lot, but through the development of EI by nurturing positive qualities, positive strength, batches, what should be right? What should be wrong? What should be the cost of mistake and errors when you are bringing biases to adjustments? Then, let us say we have been effective very much in team situation where we nurture EI. So we will be discussing more of how EI also is essential for developing effective leadership maybe in our next lecture we will look into this.

But EI is very much essential understanding people because they are overloaded attitude, beliefs and values and these attitude, beliefs and values. Human behavior has 3 component a, b, c, you know, affective, behavioral and cognitive. So this Affective is always very dominant or very influential, we need to very carefully understand the emotional status of a team members.

That is going to affect, because mostly in general people who are Indians are emotionally in natures. They do not understand logic. They rather, they are more comfort with their emotional needs and demands I will code you a very small example. In one of the India's you know, largest industry called Tata Steel, so when I was attending a conference at Bhubaneswar.

During nineties in one of the National HRD seminar was conducted by a professor Prahas Mishra from Utkal University a professor of OB and HR. So he was quoting an example of the time MD the managing director is Modi, he is such a terrific and transformational leader. He was actually exemplifying the true example of emotional intelligence, how to deal with labor problems, how to deal with employee problems in the organizations.

So the situation was as such that, the Holi was coming, Holi is the one of the biggest festival in India. And the employees were on strike for extra bonus because Holi is coming. They want to celebrate and for which they demanded little money and one pair of dress. But due to lack of profit during that quarters the management committee denied no, it is not possible. As a result, the whole employee union went on strike.

And this message reached to headquarter in Mumbai, where Rishi Modi was sitting and by the same evening he travelled to Tata Steel locate in Jamshedpur. You cannot imagine the way he solved the problems in few minutes. So I do not want to meet my management, I want to meet the people who are on strike directly. Call them to the common canteen. I do not know whether it is a true story or imaginary.

But this was told in the seminar that directly Rishi Modi asked his people, 'what is your demand?' So very openly people said 'Sir, we need this much bonus, and one pair of dress because Holi is coming and this is one off the important celebration of our family. And I am just highlighting the emotional needs, high emotional needs always takes over our other needs.'

So Rishi Modi said it is okay you need Rupees fifty bonus, I will pay you Rs.100 I will make it double. You want one pair of dress I will give you two pair of dress. One you play with Holi other you make use of after Holi when you take bath. Are you happy? Yes, people were immensely happy and there was a huge slogan in favor of Modi as a great leader, as a admire leader of their people.

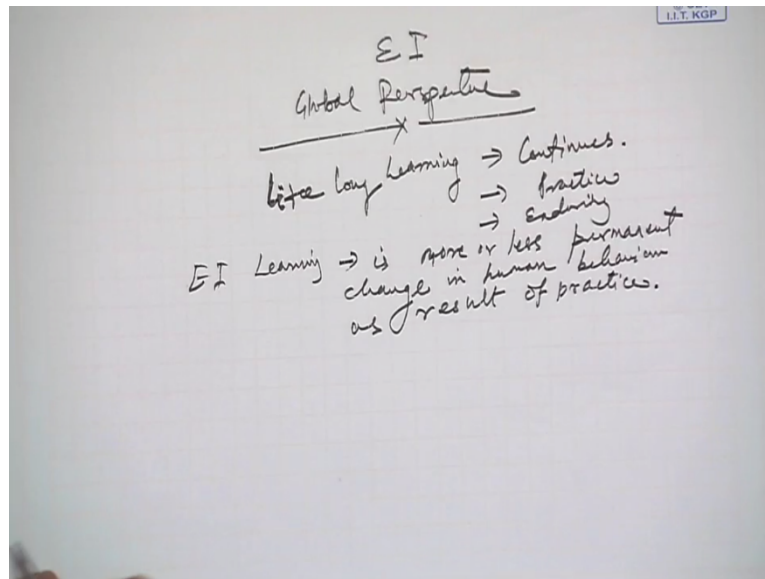
And they starred saying, long live, Rishi Modi, long live and you know then immediately looking at the emotional status of the people then Rishi Modi said My dear friends, but I am going to fulfill all your needs with a little small condition that I want all of you put one hour extra work every day till next 3 months and that was enormously without any difficulty accepted by all the employees of the union.

And see and the same quarter Tata Steel revenue gone double there was a huge beneficial for both the employees. Employees were happy because they got their bonus the work, the organization was happy because happy because productive went up. That is how a leader should understand the emotional need and act accordingly.so that it becomes a win-win situation both for the employees as well as employers.

So a win-win situation both for employees and employers, that is the beauty of emotional intelligence. Understanding the emotional need of its people an emotional intelligent leader can completely transform a negative situation into a positive one. That is where we call EI

helps in making situation win-win both for employee as well as employers. Then having a global prospective how EI can help us in developing one global understanding

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So what is global perspective? I was just talking about; does EI help in cross cultural adaptability? When we examine the Barnes EQ tools there is a dimension known as adaptability. Will talk about that how adaptability or even the very definition of Barons also says that it's the ability of the person, emotional intelligence is nothing. The ability of a person, how quickly one can cope with new environment, new situations and that shows the adaptability of the persons.

In the current global business scenario, that is the exchange program happening between institutes, universities, business organizations, corporate organization, etc. So after globalization down the whole world has become a global village. And who all are frequently working with each other, exchanging with each other. How to understand others emotions, when I am not aware about Chinese, when I do not, when I never met any Japanese any Americans?

Do I know how to behave with them? The only way is EI is nothing but how to communicate my emotions. How to exchange relations, how to exchange feelings, and that is where we are going to extract a global perspective of emotional intelligence that facilitates the global operations both in educating ourselves, developing ourselves and benefitting from business.

And that is what I'm highlighting the global perspective of emotional intelligence, lifelong learning, so learning is endless. Learning so emotional intelligence encourages lifelong learning so that means it is continuous. You need to practice. It is enduring in nature. So EI needs to be practiced thorough out lifetime. It is not that today you are showing empathy and tomorrow you are showing adamant.

No that should not be that means the learning has not taken place correctly within yourself. So that is why you often say that EI learning or any learning is more or less permanent change in human behavior as a result of practice right. So it is endless and continuous, it continues throughout your life.

Because we use to meet many people, many situation, many cultures, so the give and take, that takes place between you and me, between he and she, between we and they. That creates a global framework for sharing, caring and interacting and that is the, what we call the platform where we can realize the benefits of emotional intelligence thank you.